



Monterey Park Bruggemeyer Library Annual Report 2016 /17





TO: Library Board of Trustees
FROM: Norma Arvizu, City Librarian
SUBJECT: ANNUAL REPORT FOR 2016 - 2017

Message from the City Librarian

The Monterey Park Bruggemeyer Library is a community based organization that serves the City of Monterey Park and surrounding communities in the San Gabriel Valley. The mission of the library is to meet the cultural, educational, and informational needs of the residents of the City of Monterey Park by providing free and open access to its resources and services.

The Library, being the heart of the city, supports the community to advance learning and knowledge by linking learning theory and practice in all disciplines, and to prepare community members for lifelong exploration, from early childhood, to adult leadership and careers in a changing multicultural world.

Librarians and paraprofessional staff are sorters of information and educators with a wide range of specializations. As such, they have developed active and engaging programs to help patrons in their discovery, evaluation, and use of information resources. Of equal importance is our work with students from our local schools to teach them how to critically and ethically use information. The library supports student success, helps our community to understand what is necessary and valuable to improve the quality of learning and prepares them to be better researchers, as well as informed citizens.

In addition to the informative, educational and entertainment of support that we offer, the Library creates unique opportunities for all our patrons and community that adds to their success: working as a team to solve real-life problems, learning how to successfully interact with people, utilizing the latest technologies, and general life skills. The contributions of our staff and volunteer workers have tremendous impact on the services we are able to offer the community.

The primary sources of revenue for the library were 75.64% contributions from the City's General Fund and Retirement, 19.10% from the Measure C Library Tax and 5.26% from various State and Federal government grants and donations. Overall, the library had a \$2.8 million budget for the 2016/17 fiscal year that included funding from all these resources. Revenues were used to help fully fund and support operations of the library, salaries and benefits of full time and part time staffing, support operational expenses, comply with building renovation debt payment, and expand the library's collection. Altogether, these funding sources helped significantly to improve the delivery of diversified library services that expanded this year to include higher statistical achievements in program presentations and attendance.

Over **326,487** patrons visited the library in fiscal year 2016/17 to enjoy the services of reading, entertainment, education or just to sit and read a book or newspaper in a friendly environment.

The library continued to increase the depth of programming to expand and incorporate more on- hands technology instruction to our patrons and invite patrons to interact in book clubs, attend cultural and historical presentations, look for employment in our career center and enjoy the diversity of children's programs and literacy. Several computer classes addressed how to construct social media sites, teach young parents how to protect their children while on the internet and learn basic to advanced computer skills. Computer classes in Basic Mandarin and Spanish were offered. The library also supported children with literacy challenges through the Reading Rockets program.

Additional fundraising support from the Library Foundation and Friends of the Library collectively generated approximately \$94,000 to afford library programs such as a visit from a Pulitzer Prize author, the Children's, Adult and Teen Summer Reading Programs, as well as support for presenters and entertainers and major purchases such as the eBook collections, new copiers, conference equipment and audio and video needs.

Major accomplishments this year were the finalization of the Community Needs Assessment done by La Piana Consulting to provide a deeper understanding of the library and the community it serves in order to develop library programs, services and facilities to meet the needs of the community , addition of eight new computer stations, addition of ten new Chromebooks, revision of library policies, filling of two full time vacant positions, a floor plan reorganization of the library's Children's Services and Adult Reference areas, and installation of repurposed book shelves into the Friends bookstore.

STAFFING

Current library staffing consists of 47 members. This includes 27.75 library support personnel with 7.25 librarians and the City Librarian. The library part time staffing (support staff and librarians) has been consistently decreasing in the last four years. Within the last two years, there were three part time Librarian separations among the support staff and three Library Pages among the library staff. Although the library continues to improve and branch out with its resources and services, there is a limit to how much we can continue to extend ourselves without increasing our staff. We will continue to examine our staffing for ways to improve our effectiveness and to improve efficiencies. The library's staff to student ratio is 1.91 staff members to every 100 patrons. This number is below the staff to patron ratio for libraries with similar full-time equivalent (FTES) total. There were many fluctuations in staffing needs throughout the year which posed challenges in serving the public at the stellar levels the library expects to maintain. Many divisions in the library shared staff across divisions who had cross trained within the needed departments allowing coverage for employee's meals and breaks.

Two Full time vacant positions filled brought a broader spectrum of paraprofessionals and professional positions to the library organization chart. A Children's Librarian was added to the Children's Services division as well as a Library Clerk in Circulation Services. The Literacy Program Administrator position remained vacant for the entire year with a second recruitment effort started in April.

TECHNOLOGY

Continued technology components were added to library throughout the 2016/17 Fiscal Year. The extension of a full Wi-Fi access throughout the library was completed along with the addition of 10 new Chromebooks for checkout for patrons. The beginning phase of installing mounted projectors and sound systems in meeting rooms and classrooms was initiated as a Capital Improvement Project which will enhance the program experience.

Through a Southern California Edison grant, ten Chromebooks were purchased for in-library patron use to relieve the overload of patron to computer station request in the Adult /Young Adult Reference Division. A charging cart and a printer for these Chromebooks were also purchased to maximize services. The grant also provided funding to establish additional STEM (Science Technology Engineering Math) activities, increasing the library's impact on educational opportunities for the community's youth.

Library Foundation funding support of \$3,000 annually allowed for additional purchases to expand the library's eBook collection. However, patron usage saw a decrease in this service and staff are considering migrating to a different platform or participating with other libraries in a shared Overdrive platform to save on costs and still afford larger volume selection.

The library website continued to offer online services remotely with the addition of the 100 tutorial and informative links and programming schedules.

PROGRAM DEVELOPMENT

Program planning requires librarians to evaluate the suitability of materials found for their specific presentations. While some assume that libraries and librarians have become less relevant in the digital age, those who work in libraries know that they are needed now more than ever before. Nearly every librarian works with specific data and research to support their program planning. Information they gather are the guides to help navigate a constantly shifting environment of information and communication presentations Both Adult/YA References and Children's Services developed programs that were relevant to the community needs, determining whether they were age appropriate, seasonal or cultural, stimulating and educational. Programs developed produced a sense of affirmation or exploration to our patrons and gained approval as seen by an increase in attendance and patrons in the library never seen before.

Adult /Teen/Reference Services planned programs around immigration experience issues, art, historical events, culinary (developing a community cookbook), and life changing events. Children's Services distributed programs that stimulated learning, involving music, early literacy, arts and crafts and challenging mysteries for all our younger patrons from babies to middle school.

The LAMP literacy program continued providing services for adult literacy in every domain of literacy skills such as English as a Second Language and One to One Tutoring. The program continued to offer Citizenship Preparation to help immigrants become U.S. Citizens and the Passport Services component which has attracted a stream of new patrons to the library.

SUMMARY

The Library remains an intricate component of the City's Departments and the community hub for information, entertainment and educational resources. The Library is the place for individual or group study, various kinds of intellectual interactions, and a social meeting place as well. Students/patrons at all levels still need and want to go to the library now more than ever before. Going to the library adds value to their learning experience and offers many of the tools and experiences that will give them the spirited edge they will need to succeed in any environment in this global community.

Norma Arvizu, M.Ed
City Librarian

ADMINISTRATION



The purpose of the Administration Division of the Monterey Park Bruggemeyer Library is to oversee the day to day operations of the library. These operations include maintaining a balanced budget, managing staff, enhancing services to the community and encouraging and promoting diversity in programs that range from educational to art exhibits and entertainment. The scope of management include ensuring that the library provides these services to the public which include resources such as reference

transactions, book collection, public computers, internet access, career center services, instructional curriculum for personal and workforce education and information to the community. Under the governance of the Library Board of Trustees, the administrative staff adopts necessary policies and procedures to preserve an equitable and conducive environment. Collaborating with other City Departments, the Administration Division also develops cooperative relationships to ensure the administration of necessary compliance with building codes, safety measures, personnel relations and compliance to the city administrative policies and procedures. Staff trainings are also promoted and encouraged through administration to support the professional development of library staff.



Library Board of Trustees

Under Municipal Code 2.80.050, the five-member Library Board makes and enforces all rules, regulations, and bylaws necessary for the administration, government and protection of the Monterey Park Bruggemeyer Library.

The library welcomed new **Library Board of Trustees Jason Dhing** and **Gloria Guerrero** at the Board meeting of July 18, 2016. City Clerk Vincent Chang swore in the new members. Library staff express gratitude to outgoing Trustees Janet Yu and Kathryn Foster for their outstanding

dedication to and conscientious efforts on behalf of the library. At that same meeting, Trustee Maria Elena Yepes rotated into the position of Library Board President and Trustee David Barron rotated into the position of Library Board Vice-President.

The Library Board of Trustees – **Maria Elena Yepes, David Barron, Betty Morín, Jason Dhing** and **Gloria Guerrero** – discussed the results of the Organizational and Community Needs Assessment report and set objectives that will align with the community's desires for the library.

In preparation for a campaign to renew the library tax initiative, the Library Board's Citizens Planning sub-committee continued discussions and made plans regarding the thrust and focus of the campaign. The sub-committee reported to the Library Board on its efforts. Although the Library Board could not work on the campaign officially, individual members of the Board in their capacity as private citizens did work very hard to develop, promote and pass the new ballot measure. Although Measure LL did not pass by the required percentage, the 60% voting in favor clearly shows the support in the community for the library and its role. The Trustees will continue to support the library's endeavors and work to build additional support in the community.



The Library Board approved the fiscal year 2017/18 budget submitted by the library to the City Council and members of the Library Board attended the budget hearings in support of the library.

The Library Board of Trustees reviewed and when necessary updated outdated library policies. This year the Assistant City Attorney made it clear that library policies must be aligned with City policies. Policies usually are generated from an organization's operations, needs and functions with recommendations coming from staff assessments and experience. The management team will review library policies first and make recommendations to the Library Board. Some policies are solely relevant to the library and can be maintained but others will have to be revised or eliminated to comply with City policies.

The Library Board of Trustees, Library Foundation and Friends of the Library sponsored a holiday lunch for library staff on December 6, 2016. The Friends Room was decked out in festive holiday décor including a Christmas tree, bright red poinsettias and tablecloths. Holiday music played as library staff and supporters enjoyed a hearty meal. Those in attendance enjoyed visiting and reconnecting with each other in this more social setting. Staff are very appreciative of the kindness and generosity of the Library Board, Foundation and Friends for putting together this celebration and sharing their holidays.



Fundraising

Monterey Park Library Foundation

The Monterey Park Library Foundation is a nonprofit 501(c)3 organization which raises funds to supplement the library's budget. The Foundation accepts donations of any size. Organizations, businesses, and individuals who make large donations can have their name listed on the donor board in the library. For \$1,000 donors can list their name, the name of someone who has passed away, their business name or the organization to which they belong.



In the past, the Library Foundation raised more than \$600,000 for the expanded and renovated library which opened September 9, 2006. In addition, the Foundation raised funds for the mural over the west entrance of the library. Annually, the Foundation also supports the library's Summer Reading Program, LAMP Walk for Literacy and Holiday Book Giveaway. In 2016, the Foundation sponsored the prizes for the Centennial Essay Contest.

Due to its outstanding efforts, over the past year, **the Monterey Park Library Foundation has contributed more than \$82,000** to purchase new books and materials for the library collection, sponsor author visits and other entertaining and informative programs and purchase new furnishing and equipment including technology such as computers, iPads and Chromebooks for the use and enjoyment of library visitors and otherwise promote and support the library in its additional needs.

Library Gala



This year's Library Foundation annual Gala was a great success, raising over \$21,000! It was held on Thursday, June 1, 2017 at Luminarias restaurant. Over 250 people attended including businesses, service organizations, and individuals all interested in supporting the library.



The Foundation honored Mike Eng, Los Angeles Community College District Board of Trustees member, and the Chinese American Citizens Alliance for their long-standing commitment to literacy, education and the library. U.S. Congresswoman Judy Chu spoke glowingly about the honorees. The Foundation also recognized Jason Mai for his generous donation of over \$10,000 worth of toys to use as prizes for the Children's Summer Reading Program and the Kiwanis Club for its donation to purchase Chromebooks for the library.

Other notable attendees included City Council members Peter Chan, Stephen Lam and Hans Liang; City Clerk Vincent Chang and City employees Acting City Manager Ron Bow; Human Resources Director Tom Cody; Community Development Director Michael Huntley; Fire Chief Scott Haberle and Deputy City Clerk Cindy Trang; and Public Works Supervisor Tito Haes. Police Chief Jim Smith was slated to be the master of ceremonies but unfortunately he fell ill the day of the event. Foundation President Bob Gin stepped up and took his place.

Also in attendance were Library Board of Trustees Maria Elena Yepes, David Barron, Jason Dhing and Gloria Guerreo; Friends of the Library members Nancy Ishino-Gilmore, Lilian Kawaratani and Rosalie Toltzman; and a host of other influential and prominent citizens.

Library staff who attended included City Librarian Norma Arvizu, Administrative Secretary Gwen Kishida, LAMP Senior Library Clerk José Garcia, Circulation Library Clerk Mona Ying, Children's Senior Librarian Diana Garcia, Children's Librarian Kristin Olivarez and part-time Children's Librarian Christine Chai and Library Clerks Anita Phan and Joyce Hsiao.



Attendees also generously supported the raffle, raising over \$2,000 for that as well as at least \$1,100 for items in the silent auction. Prizes for these were numerous, varied and enticing, leading to this record amount raised for the raffle and silent auction.

The library is very grateful to the members of the Library Foundation who promoted the Gala, solicited sponsors, donors and raffle prizes, supported the event with their own sponsorship and donations and devoted countless hours to create such a memorable event: Foundation President Bob Gin, Vice-President (and event chair) Theresa Amador, Secretary Dolores Rillos and members Peter Chan, Alicia Martinez, Carol Sullivan and Mary Ann Garcia-Barlow. Carol and Mary Ann only recently joined the Foundation and along with Theresa spent many, many hours working on the raffle and silent auction.

The **Monterey Park Library Foundation** held its second annual **A Visit from Santa and Book Giveaway** on December 12, 2016 at 7 p.m. in the Friends Room. Santa (aka Foundation member Richard Gorman) engaged with children wishing for the chance to meet with him and posed for photos. A holiday book was given away to each family in attendance. Foundation President Bob Gin decorated a special mailbox so children could drop off their wish lists. Other Foundation members in attendance included Theresa Amador, Peter Chan and Dolores Rillos.



The **Library Foundation** held its second annual Day at the Races fundraiser at the Santa Anita Race Track on October 15, 2016. Through the Foundation's share of tickets sold plus donations, the Foundation raised \$1,430 to support the library! Thank you to those who participated, contributed and worked to make the event so successful.





The Library Foundation originally donated \$300 to purchase newly released DVDs and BluRay DVDs to rent to patrons. From that original investment and the proceeds from the rentals, the library has purchased both single title DVDs and combo packs which allow renting the regular DVD and Blu-Ray version separately, increasing revenue on each title. The Foundation has since donated another \$300. Altogether, **the library has**

purchased 829 DVDs including 440 Blu-Ray DVDs from the Foundation donations and subsequent revenues.

For fiscal year 2016-2017, DVD and BluRay checkouts generated revenue in the amount of \$517.08, which was used to purchase new DVDs and BluRay DVDs.

Because the Library Foundation provided the original investment in this collection, all of these rental fees belong to the Foundation/library. This is unlike the regular DVDs collection which was purchased with City funds – those rental fees go into the City's General Fund and the library only receives a 5.3% allocation from those monies. Not only does the library receive all of the revenue generated by the Foundation DVDs, but because the system is self-supporting, funds in the budget that would otherwise have to be spent to purchase new DVDs can be spent elsewhere to build the library's collections. Additionally, once the Foundation DVDs and BluRay DVDs have been available for a while and are not circulating as regularly, they are transitioned into the regular library collection. When they are checked out then, those rental fees do go into the City's General Fund.

Library patrons enjoy being able to take home the newest DVD and BluRay releases without having to make a special trip elsewhere. And the new releases bring in the community so residents and visitors can see the many programs, activities, classes and materials that the library has to offer!



The Library Foundation also donated the funds to replace two existing Konica Minolta color copiers/printers with new Xerox copiers with advanced features – one for the public and one to be used by staff. This allowed the library to offer convenient and better quality copying and printing to patrons and staff as well as the money saved by staff printing posters, flyers and other materials in-house instead of out-sourcing print jobs. **This fiscal year, the Foundation received \$7,519.10 in revenue from public copying and printing.**



Friends of the Monterey Park Bruggemeyer Library

Since 1962 the **Friends of the Library** have continued to be a positive force in the Monterey Park community by providing volunteers and financial support to the Monterey Park Bruggemeyer Library. Membership dues, donations, and proceeds from the sales of donated books in the Friends Bookstore allow the Friends to be an on-going benefactor for the library.

The Friends have been able to provide financial support for library programs and have contributed funding for literary, educational, technological and cultural events to serve the diverse needs of this community.

The Friends helped sponsor the Summer Reading Program by funding the prizes children received for reading and reporting on what they read. They also fund the refreshments for the various programming throughout the year. The Friends also contributed towards the new Centennial community cookbook, prizes for the Centennial Essay Contest and the lanyard giveaways for the building's tenth anniversary celebration. The Friends also sponsored a staff appreciation lunch for Library Workers Day during National Library Week. **In all, the Friends sponsored library programs and activities in the amount of almost \$10,000 for the year!**



The **Friends of the Library Bookstore**, staffed by a core group of dedicated volunteers, continues to offer discounted books, magazines and DVDs for the education and enjoyment of library patrons. **The bookstore raised \$7,421 in sales from July 2016 – June 2017.**

The **Friends Bookstore** also underwent a transformation as new bookshelves (which had been removed from the Children's Area to make more space for seating) were moved in. Placing the books on the shelves allows patrons to browse the bookstore's offerings more easily as they can read the titles instead of having to keep flipping through the books laid flat on tables. These folding tables were removed and the magazine table was moved next to the wall, providing more walking space. These changes were intended to organize the space, improve the aesthetics by removing mismatched furniture and generally improve the bookstore's atmosphere. Friends Bookstore volunteers and library patrons have been enthusiastic about the changes, saying that the bookstore seems more spacious, more organized and more user-friendly – more like an actual bookstore!



The Friends initiated monthly sales for books by designated authors or genre, offering them for discounted prices.



The Friends also offered colorful bookmarks in return for donations, creating another revenue source.



Thank you to the dedicated volunteers who staff the bookstore and make it possible to provide this service to library patrons and generate income to support the library's activities! The entire community benefits from their efforts.

Community Outreach

Library Expansion 10th Anniversary



The library reopened its expanded and renovated building on September 9, 2006 and on September 10, 2016, the library celebrated the tenth anniversary of that event in grand style. A festive balloon arch led into the library and a freshened lobby area. In the Friends Room, a display of historical photographs prompted those present to reminisce about their experiences at the library. VIP speakers including City Council members Peter Chan and Hans Liang, City Clerk Vincent Chang, City Librarian Norma Arvizu, Library Board of Trustees President Maria Elena Yepes, Friends of the Library President Nancy Ishino-Gilmore, Library Foundation Vice President Theresa Amador and dedicated library supporter Yukio Kawaratani spoke fondly about the library, recalled the effort to gain funding for the building expansion and renovation and encouraged the community to support the library in renewing the parcel tax and assisting in fundraising.

Library stakeholders hope that the tenth anniversary celebration will remind the community how important the library is to all who live, work and visit here and how vital it is to support the library.



Library Open House

The library held its first Open House on April 10, kicking off National Library Week. City employees and library supporters attended, enjoying cream puffs, donuts and chocolate-covered strawberries as well as the coffee bar with baristas making custom coffee and tea drinks. The library offered displays and played the staff-created videos showcasing its services. Members of the Friends of the Library assisted staff in serving the refreshments while staff welcomed attendees, provided tours of the library to those interested and gave out bags of candy as tokens of appreciation as visitors exited the library. Many thanks to the **Monterey Park Library Foundation** and the **Friends of the Library** who sponsored the Open House, each providing \$850 towards costs.







Volunteers

Volunteer hours for fiscal year 2016-2017 totaled 8,117 hours with as many as 1,491 enthusiastic and dedicated volunteers offering their time and talents to the library.

According to Independent Sector, a nonpartisan leadership network for nonprofits, foundations and other organizations, the estimated value of volunteer time is \$23.56 per hour. Carrying out that calculation would mean that **volunteers provided over \$191,237 worth of work for the library!** Even if the value of volunteer time was calculated only at California's current minimum wage of \$10.50 per hour, it would mean that this past year volunteers provided \$85,229 worth of work to the library!

Volunteers help schoolchildren with homework, sort and shelve books, read stories, tutor those who need help with speaking, reading or writing English, mend and process books, help check in books, operate the Friends of the Library Bookstore, sort donated items, do miscellaneous office tasks and assist with library special events. Administrative Secretary/ Volunteer

Coordinator Gwen Kishida continued to place volunteers where needed in the library. Sincere thanks to these volunteers who contributed their time, talents and energy to assist the library, generously giving back to their community, and to the library staff members who directed their efforts. The library could not function without its volunteers!



Capital Improvement Projects

Repainting and Refinishing

The library lobby and Circulation area walls were repainted and the public desks in Circulation, Reference and Children's were refinished.

Installation of Mounted Projectors

The library has submitted Capital Improvement Project (CIP) proposals approved by the Library

Board and the City Council to the City and is waiting for Public Works or its selected contractor to complete the installation work in the near future. Mounted projectors will be added to the Friends Room, Computer Lab and both LAMP Classrooms.

In addition to her regular responsibilities, **Administrative Secretary Gwen Kishida** continued to work with the Library Board of Trustees, Library Foundation and other library stakeholders in both administrative and promotional/fundraising aspects.

For the Library Foundation's annual Gala held on June 1, Gwen fielded inquiries on the event, organized the responses, generated a sponsor/donor/attendee list and determined table assignments. Gwen created a Save the Date card as well as the poster, flyer and formal invitations for the Gala. Gwen created the 16-page event program book, including designing advertisements for several sponsors. On the day of the Gala, with the aid of other library staff Gwen transported the programs, lists, raffle tickets and other needed paraphernalia to Luminarias restaurant, helped set up the site, monitored check-in of guests, collected money from ticket sales and raffle prizes and generally oversaw the logistics of the event. Following the Gala, Gwen counted and deposited the funds and generated a financial report.



Gwen designed and arranged for the two giveaways for the building renovation tenth anniversary event – the academic calendars custom imprinted with the library's relevant information and lanyards custom imprinted with the library's name, logo and year. She also organized and purchased the refreshments provided at the event.

Gwen assisted with the planning and preparations for the library Open House, creating the poster spotlighting the work of the Administration division as well as purchasing the supplies for the refreshments.

As a member of the organizing committee for the City's Cherry Blossom Festival, Gwen designed and created the program for the event and solicited and organized craft, commercial and community booth vendors. She also served on the planning committee for Play Days.



As the library's Volunteer Coordinator, Gwen recruited and coordinated the efforts of the 100 - 200 teens and adults who volunteer nearly 1,000 hours at the library every month. She trained new volunteers for the Friends of the Library Bookstore within the library.

Gwen continued to facilitate the library's multiple personnel recruitments including Librarian, Library Clerk, part-time Library Page and part-time Janitor, leading to several new and very much needed staff members being hired.



Gwen is also the point person in charge of the two-story, 52,000 square foot building, including maintenance, equipment and supplies and supervises a crew of janitors.

Part-time **Janitors Victor Reyes, Gil Sanchez, Leo Hernandez, Cecilio Rodriguez and Lisa Gomez** worked extremely hard to keep the library clean. The library Janitors are responsible for cleaning and sanitizing restrooms, mopping floors, vacuuming carpets, dusting shelves, hauling out trash, etc. They maintain a facility of 52,000 square feet including two floors and twelve restrooms – four multiple person restrooms with three stalls each, two with five stalls each and six single person restrooms – used by 1,200 - 1,500 visitors daily! The Janitors also must deal with emergencies clean-ups and

minor repair jobs in addition to their usual duties. To their credit, Victor, Gil, Leo, Cecilio and Lisa continue to ready and willing to help out wherever needed. It would be difficult to imagine the condition of the library without them!

2016 – 2017 ADMINISTRATION GOALS AND OBJECTIVES

GOALS AND OBJECTIVES	PROGRESS
1. Enhance the library interior by painting heavy traffic areas such as the entrance lobby and Circulation areas and refinishing the public counters in Reference, Children's and Circulation.	Completed. The library lobby and Circulation area walls were repainted and the public desks in Circulation, Reference and Children's were refinished.
2. Increase technology convenience for patrons in classes and training sessions by adding mounted projectors to the Friends Room and Computer Lab.	The library has submitted Capital Improvement Project (CIP) proposals approved by the Library Board and the City Council to the City and is waiting for Public Works or its selected contractor to complete the installation work in the near future.
3. Initiate the first phase of creating a virtual library with online programs, presentations and classes.	Completed. The library has completed links to over 100 online tutor training courses and is considering how to establish additional online content.

ADULT/REFERENCE/YA SERVICES

Highlights:

- 13,476 Reference Questions
- 54,222 Adult and Teen Books Circulated
- 232 Adult Programs
- 4,400 Adult Program Attendance
- 127 YA Programs
- 1,588 YA Program Attendance

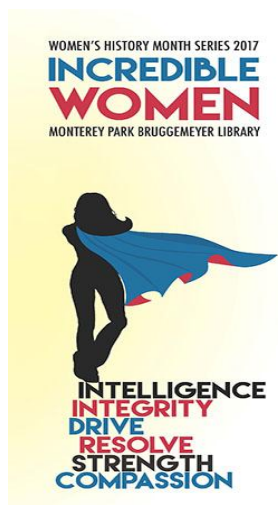
Californians: Community Conversations about Immigration Program Series

Staff planned and facilitated a series of four diverse programs for the Center for the Book grant project: *Californians: Community Conversations about Immigration*. The series included two special documentary film screenings and two author/book talk programs. The authors and filmmakers engaged the audiences in dynamic question and answer sessions following their presentations. The diverse program series included the sharing of stories from China, Vietnam, and Latin America. The programs helped the community to better understand why people come to the United States and the effects of immigration on youth and families.



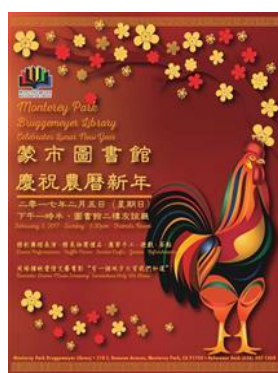
Pulitzer Prize Winning Journalist/Author- Sonia Nazario

Sonia Nazario, Pulitzer Prize winning journalist and author, presented an author/book talk program on her 2003 Los Angeles Times six-part series, *Enrique's Journey: The Boy Left Behind*, which won the Pulitzer Prize in 2003 for Feature Writing. The newspaper articles were later made into the award winning book, *Enrique's Journey: The Story of a Boy's Dangerous Odyssey to Reunite with his Mother*. The program was part of the Californians: Community Conversations about Immigration program series and represented the first time, a Pulitzer Prize winning journalist/author participated in an author/book talk at the library. The audience provided positive comments about this new level of programming and appreciated the research and advocacy Ms. Nazario presented on the issues of why unaccompanied Latin American youth attempt these dangerous journeys to reunite with families in the United States. Participants attending the program received a free copy of *Enrique's Journey* in English or Spanish.



Women's History Month Program Series

Staff presented an exciting line-up of programming for Women's History Month featuring educators, filmmakers, authors, films, and guest speakers for the **Incredible Women** program series. Diverse programming representing Hispanic, Asian, Vietnamese, and Ugandan women who made a difference in their communities was presented at weekly programs during the month of March. Staff created a promotional Women's History Month brochure for the community listing program dates and times and a list of women's history books available at the library for check-out.



Cultural Programs

The community celebrated cultural festivals and heritage months at the library with special programs celebrating Hispanic Heritage Month, Chinese Lunar New Year, the Mid-Autumn Festival, and Sun Yat-Sen's 150th Anniversary. Cultural foods, films, guest speakers, music, folk dance performers, lantern riddles, crafts, games, and refreshments engaged the community in the festivities.



Promoting Library Programs and New Books with Tweets

Reference staff encouraged the community to follow the Library on Twitter and increased by 204% the number of followers from 97 to 295 with the promotion of creative tweets about library programs, reading, and new books available at the library.



Mandarin Classes

Working in partnership with the Sun Yat Sen Institute, the library presented two popular programs to help adults learn Mandarin. Two twelve week series of classes were offered on Thursdays and Saturdays to adults wanting to learn basic conversational Mandarin.

Team Teen Programs

Teen and Reference staff presented a series of new programs to attract new teens to new teen programming. International Game Day drew a new teen audience who played online games for a prize sponsored by the American Library Association. Teen Read Week featured YA author Shannon Messenger via Skype and engaged the teen audience with questions about writing books for teens. The Teen Tech Week program featured Natalie Hampton and why she created the Sit With Us App as a positive way to use social media to stop bullying.





Free Legal Assistance Clinic

In partnership with the Asian Pacific American Bar Association (APABA), the library presented monthly legal clinics on the second Tuesday of each month throughout the year. These popular clinics were free to the public with volunteer attorneys assisting individuals with immigration, criminal law, family law, civil matters, estate planning, government benefits, labor and employment. The public and the library greatly appreciate the partnership with the Asian Pacific Bar Association and their efforts to assist the community with free legal services.



College Personal Essay Workshop

Students and parents attending the college personal essay workshop at the library became more informed and better prepared with the college admission application and process. The workshop was co-sponsored in partnership with the Chinese American Citizens Alliance Youth Council and the Chinese American Education Association.

College Financial Aid Workshop

This successful bilingual workshop (Chinese and English) engaged parents and students eager to learn information on scholarships, student loans, grants and work study programs at the library. Staff worked in partnership with the Chinese American Citizens Alliance Youth Council and the Chinese American Education Association to promote the program and attract a large audience.

Partnership Programs

The library created new partnership programs that presented new opportunities to strengthen community connections and meet the needs of the community. The Sun Yat Sen Institute assisted with a popular request to offer Mandarin Classes at the library and an outreach monthly film program at the Golden Age Village was established.

2016 - 2017 ADULT / REFERENCE / YA GOALS AND OBJECTIVES

GOALS AND OBJECTIVES	PROGRESS
1. Develop and publish a commemorative cookbook in partnership with the local community celebrating the City's Centennial and the local history legacy of Laura Scudder.	Completed. Reference staff had 50 copies of the commemorative cookbook printed and will distribute them to individuals who contributed recipes to the cookbook at the August 7 Potluck Poetry Celebration at 6:30 pm in the Friends Room.
2. Develop new film programs to engage audiences and bring older adults, families and teens to the library to view films, participate in discussions and post screening talks with filmmakers.	Completed. Staff developed eight new film programs with producers, guest speakers, actors, directors, and a film historian who engaged older adults, families, and teens with discussions following the film screenings.
3. Develop a Summer Reading Program using the 2017 theme <i>Reading by Design!</i> to promote reading with adult and teen readers.	Completed. The library was awarded a <i>Library Innovation Lab</i> grant from California Humanities for the adult summer reading program intended to involve the participation of the library's immigrant communities. With the grant, staff created a new 2017 summer reading program theme <i>Global Citizens: One World, Many Stories</i> and planned a ten-week Summer Reading Program with art workshops, films, poetry, photography, and other activities using family history themes.

TECHNICAL SERVICES



GRANT:

Evena Shu, Technical Services Senior Librarian, successfully applied for the *Building 21st Century Skills for Tweens and Teens* grant from Southern California Edison. The Library was awarded \$5,000 to purchase ten Chromebooks and a wireless printer. This will allow youth to learn STEM curriculum. In addition, the Monterey Park Kiwanis Club donated six Chromebooks to the library.

Evena worked with volunteer Enoch Chang, a computer science major student from UC Riverside, to set up the Google CS First Coding Club for the Library. There are 35 students registered for the Coding Club. Evena recruited another volunteer, Evan Cheng, a Mark Keppel High School student, to assist with the club. Students age 8-10 meet on Tuesdays from June 20 to August 18. Students age 11-14 meet on Thursdays from June 22 to August 10.



Evena Shu, Technical Services Senior Librarian, applied for the *Californian Immigration Discussion Program* grant. The library was awarded with 20 books and CDs representing a variety of cultures and immigration experiences. The goal is to help the community to have a deeper discussion about and understanding of the universal experiences on immigration, leading to a more cohesive community.

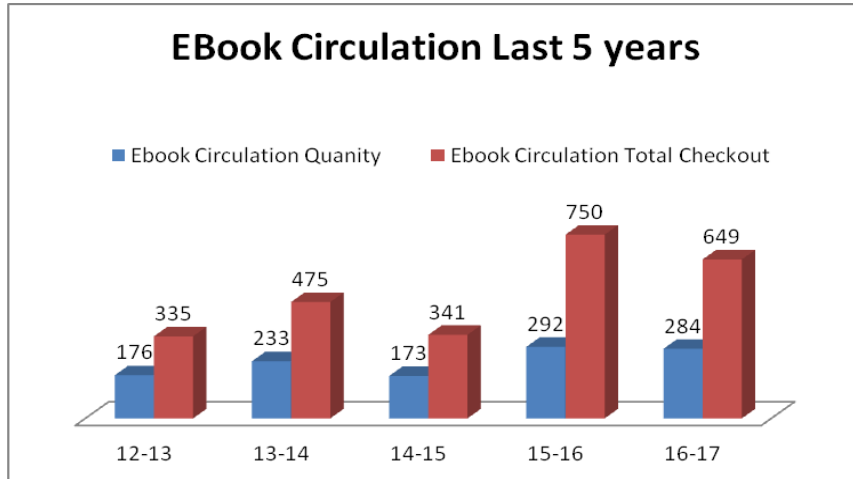


COLLECTION:

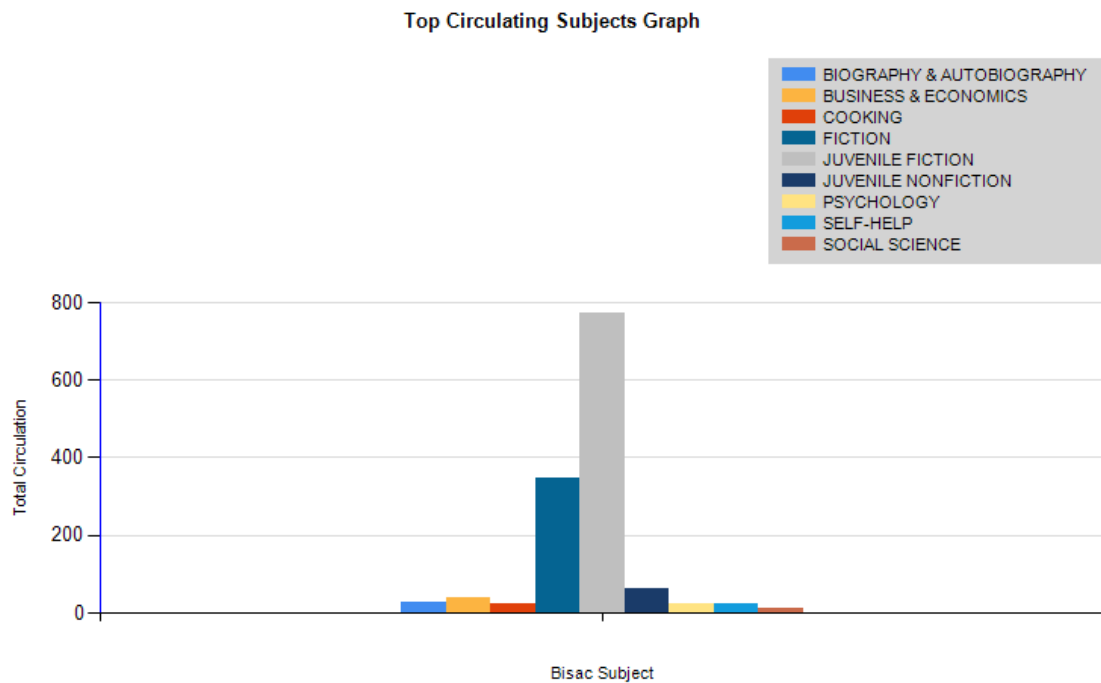
Technical Services staff added 4,819 items. There were 22,305 items weeded from the collection due to items being outdated, in bad condition, no longer useful or lost. The number of item records decreased from 170,862 to 154,225. Staff made changes to 13,882 bibliographic records. Library staff members continue to work on weeding of the entire library collection. The library continues to use McNaughton for bestseller fiction and nonfiction.

EBOOKS:

The library continue to provide ebooks using Baker's and Taylor Axis 360. The library's collection includes 678 ebooks. Total checkout was 649 compared to 750 of last year - a 13% decrease.

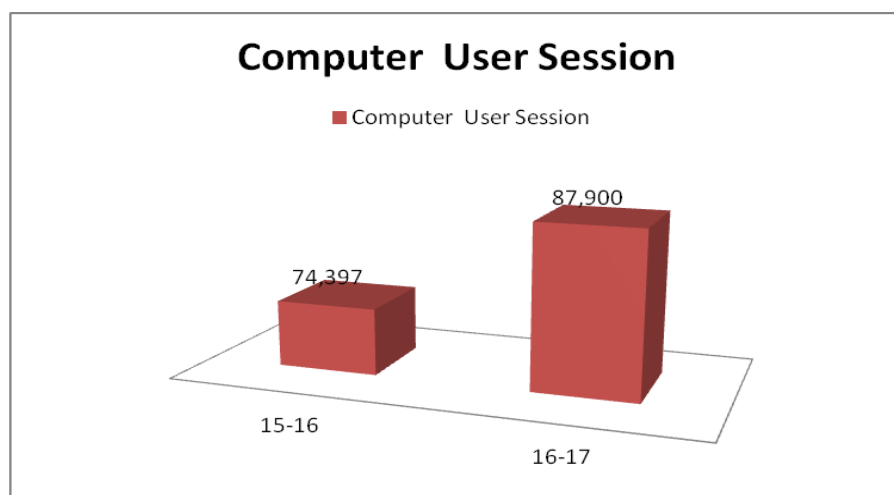
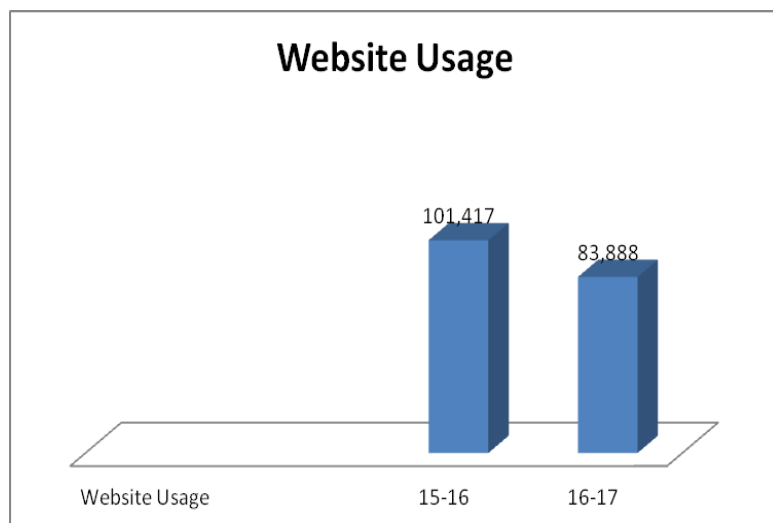


The top three circulation categories were children's fiction, adult fiction, children's non-fiction.



INTERNET:

Usage of the library's webpage decreased from 110,417 to 83,888. There were 87,900 user sessions for the public computers compared to 74,397 user sessions in the previous year - a 17% increase. The library does not have data on how many people use wireless in the library.

**COMPUTERS/WIRELESS:**

Technical Services staff purchased eight new public computers, four for Adult/Reference and four for Children's, one iPad and one printer for the Library.

E-RATE:

The library continued with the CENIC Broadband internet connection through Califa. The library paid the undiscounted full price for CENIC service from the start of service through the end of this fiscal year.

LIBRARY WEBSITE:

The library continued to update the website address www.montereypark.ca.gov/Library.

SELF- CHECK:

The library continued to offer the option of the 3M self-check machine.

**DATABASES:**

Children's Services continued subscribing to Tumblebook ebooks for kids.

The library continued subscribing to *Gale's Infotrac, Student Resources, Books and Authors, Gale's Power Search, Legal Forms, Testing and Education Reference Center* databases through June 30, 2017.

**TECHNOLOGY:**

The library continues to use Sam/Comprise for the timeout management and printing. The timeout management and printing software is paid by the Library Foundation.

SECURITY CAMERA:

The library continues to use the security camera server for both internal and external cameras.

GIFTS: The library added 580 gifts with a value of \$6,865.48

INTERLIBRARY LOAN:

The library borrowed 16 items from other libraries for our patrons and lent 8 items to other libraries for their patrons.

MENDING:

Staff and volunteers repaired 1,380 items. Staff cleaned 42 CDs and DVDs.

GOVERNMENT PUBLICATIONS:

In 2016/17 the library received 942 documents in all formats and discarded 498 which were outdated. There were 352 new items added to the catalog.



Jessica Rodriguez, Technical Services Library Technician, completed her MLIS degree with San Jose University. Congratulations to Jessica on becoming a professional librarian!

2016 - 2017 TECHNICAL SERVICES GOALS AND OBJECTIVES

GOALS AND OBJECTIVES	PROGRESS
1. Upgrade the library's Wi-Fi infrastructure with new access points to improve internet speed for wireless access.	Completed. Staff worked with AMS.NET technician to install four new Meraki Access Points.
2. Partner with MPKToday611, the local apps to promote library programs and events.	Completed. Staff continued to work with MPKToday611 staff to create library programs and events on the local apps.
3. Expand eBooks usage by branding and customization the eBooks app to promote digital literacy.	Completed. Technical Services Senior Librarian Evena Shu added the library logo to the Magic Wall of the new app. She also applied a new template with vibrant color which looks more attractive and added the new book lists to the library website.

CIRCULATION SERVICES

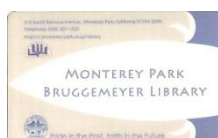
HOURS OPEN: The library is open seven days a week for a total of 44 hours per week. Total hours for this fiscal year were 2,083 hours open for the public.

ATTENDANCE: Yearly attendance at the library was 318,879 or approximately 6,132 patrons per week.



CIRCULATION TRANSACTIONS: Library materials borrowed by patrons totaled 222,119 items for the year or approximately 18,500 items checked out per month. *For specific library material checkout numbers see chart.*

Patrons returned to the library 192,652 items which were then checked in, sensitized and shelved within 48 hours by Circulation library staff.



LIBRARY CARDHOLDERS: A total of 51,054 cards allowing access to the facilities and collection of the Monterey Park Bruggemeyer Library are currently active. Of these cards 3,533 were issued this fiscal year. Approximately 53% are resident cards and 47% are non-resident, with 16% issued to children.

NOTICES SENT: The library will send out reminder emails to patrons who allow the library access to their email account. The library sent 2,179 emails to patrons reminding them to return late library materials. Using postal mail the library sent 4,474 overdue notices of items one week late to patrons. Following that notice are billed notices of library materials 21 days late with that number dropping to 837 notices.



HOLDS REQUESTED: Patrons have made requests for 778 specific titles. Of those requests Circulation was able to fill 570. The following numbers show the resident cities of those requests that we were able to fill this fiscal year with Monterey Park residents being the primary users:

Filled		570
Monterey Park		433
Alameda County		1
Alhambra		34
Arcadia		1
Cerritos		4
Long Beach		1
Los Angeles County		80
Montebello	6	
Rosemead	51	
Los Angeles (City)		1
Monrovia		3
Orange County		1

Santa Fe Springs	5
South Pasadena	2
Whittier	1
Other	3
TOTAL	570



SELF-CHECKOUT USAGE: Customers now expect fast, easy service and advanced technology. Our library has responded to the challenge by using new, expedient technology which also offers privacy such as our self-checkout machine for those patrons who want to be hands on.

Patron Usage of self-checkout by Day of the Week

<u>DAY</u>	<u>OK</u>	<u>REFUSED</u>	<u>Total</u>
SUN	866	99	965
MON	1,008	135	1,143
TUE	1,146	131	1,277
WED	729	87	816
THUR	790	80	798
FRI	154	22	176
SAT	362	25	387
TOTAL	5,055	579	5,634 Patrons

The self-checkout machine is used most often on those days we are open longest, Monday and Tuesday. However, for the most items checked out in limited hours Sunday remains the library's busiest day!

Items checked out at self-checkout By Day of the Week

<u>DAY</u>	<u>REFUSED</u>	<u>ISSUED</u>	<u>RENEWED</u>	<u>Total</u>
SUN	40	3,243	44	3,327
MON	58	3,189	49	3,296
TUE	35	3,404	62	3,501
WED	36	1,923	44	2,003
THU	25	2,301	40	2,366
FRI	7	360	4	371
SAT	12	1,389	12	1,413
TOTAL	213	15,809	255	16,277 ITEMS



CLAIM RETURNED: When a patron claims to have returned library materials still checked out on their library card, Circulation staff offer to search for the item in the library for two months. Of these searches completed:

# of library materials searched total	102
# of library materials found in library	3
Sensitized	1
NOT Sensitized	2
# of library materials returned by patron	19

Often the library material is found long after the two month period. However, if the item is not found in one year the item is marked lost. This year we marked 11 items lost that began as a claim returned item.

MISSING ITEMS: If staff is unable to locate a library item on the shelf, the status of the item is changed to missing and searched for by Circulation staff in the library for 3 months. Results from those searches were:

# of library materials missing	225
# of library materials added	70
# of library materials found	25
# of library materials not found, marked Lost	37

CIRCULATION CHANGES:

In August 2016 Circulation Library Pages shifted the Children's non-fiction collection, then moved the Children's Reference collection into that area. This allowed for the removal of the old Reference shelving to provide more seating area in the Children's Division.

In August 2016 Circulation Supervisor Julie Villanueva and City Librarian Norma Arvizu met with the City Finance Department to investigate implementing credit/debit card payments for library patrons. The City is holding off adding this convenience until it can stabilize its own credit card operations.

In September 2016 the wood counters in the lobby and Circulation desk were sanded and stained. This was for the 10 year anniversary of our new, renovated building. On the anniversary Circulation gave out calendars and lanyards to guests who came to our celebration!

In October 2016 the library implemented a new procedure for mending library material which will expedite the evaluation and repair of materials making them available to patrons sooner.

Also in October Circulation working with the Reference Division began weeding Adult Fiction of books not circulated in more than seven years. In April 2017 the weeding was completed except for examining selected books for core collection material.

In December 2016 the Large Print collection was moved to the back wall to empty shelving that was removed for more seating in the downstairs area.

In January 2017 outdated audio-visual materials were eliminated which allowed expansion of the entire DVD collection.

Also in January LAMP began requiring its students to obtain a library card before registering for a class which brought our January new library cards issued to 327 new cards!

In March 2017 Circulation began referring children obtaining their first library card to the Children's Division which provided a celebration photo op for the new cardholder.

In April 2017 in celebration of National Library Week the library hosted an Open House for all City employees where staff highlighted library benefits and provided coffee and pastries. Circulation gave out book bags and bookmarks to all patrons that week.

In June 2017 Circulation Library Pages moved the Young Adult paperback books and five spin racks to the opposite end of the Teen room to make room for more tables and seating.

Circulation Services Staffing

Circulation Supervisor Julie Villanueva served on two interview panels, one for the City of Glendora and one for LAMP part-time library clerk positions.

2016-2017 CIRCULATION GOALS AND OBJECTIVES

GOALS AND OBJECTIVES	PROGRESS
1. Investigate adding a credit/debit payment system allowing patrons to pay fees and/or fines using a credit or debit card for ease of payment and convenience.	Completed. The City is holding off implementing credit card payments at the library until the City can stabilize its own credit card operations. The library goal for the future will remain being able to provide this convenience to patrons.
2. Research new technologies in patron self checkout to expedite customer service.	Completed. Research was completed including a demonstration of an app for a patron's mobile device. This new self checkout technology allows a patron to checkout library material right off the shelf using the app on their personal mobile device, stop near the exit to desensitize and take the item home without waiting in any lines. Implementation will begin upon receipt of payment.

LAMP LITERACY



The LAMP Literacy Program continued its evolutionary process in the 2016/17 fiscal year. It was the year that the implementation of the Workforce Innovation and Opportunity Act (WIOA) went into effect. WIOA is designed to help job seekers access employment, education, training,

and support services to succeed in the labor market and to match employers with the skilled workers they need to compete in the global economy. This year the LAMP Program partnered with America's Job Center of California (AJCC) to establish the framework for providing services to employers, employees, job seekers and others needing workforce services. WIOA is still in the early stages of development so for LAMP it was mostly business as usual with the added notion that the library is now part of a bigger system consisting of 50 other adult agencies where staff can refer students to further their education. On the data end, there were some changes to student reporting requirements that may affect future funding, primarily changes in the Payment Points formula that eliminates a payment point for students who "advanced 1 or more levels." Many of LAMP's students fall under that category which will impact funding for the future.

The organizational structure of the LAMP Program also experienced evolvement this year. In August 2016 the literacy program said good-bye to longtime LAMP part-time Library Clerk Denise Tang. Denise had been with the Literacy Program since September of 2006 and was instrumental in the growth and success of the program. After ten years of working part-time in the Monterey Park library, Denise accepted a full-time position in the Arcadia library. Denise left behind a big void to fill in LAMP as she was beloved by staff, students and volunteers alike. Her ten years of knowledge and experience and ability to speak and understand four different languages are definitely hard to replace. In her place the library hired three new part-time Library Clerks: Hannah Chin, Gloria Nguyen and Jay Delgado. Hannah was previously a part-time Library Clerk in the Circulation department but her language abilities and vast experience in passport services made her a better fit for LAMP. Gloria took over the citizenship responsibilities that were primarily tended by Denise, namely coaching and testing students with upcoming Naturalization exam dates. Given the amount of attention required to accept passport applications, additional help was recruited in the person of Jay Delgado whose focus is primarily on passport execution. Lastly, after being without a Literacy Administrator for most of the year, in November 2016 Senior Library Clerk Jose Garcia was promoted to Acting Literacy Program Administrator. Jose has been the longest-standing employee and anchor of the Literacy Program as it has weathered stormy waters.

ESL and Citizenship Preparation Classes

ESL and Citizenship classes continued to be as popular as ever. This year LAMP served 923 students who received 23,646 hours of instruction thanks to the 65 volunteers who contributed 2,862 hours of service. The eight ESL classes offered along with the three Citizenship preparation classes still did not meet the demands of the community as LAMP consistently had

a waiting list of nearly 250 students.

This year LAMP began to implement a new requirement for students who wish to take a Citizenship Preparation class. In order to register, potential students must present proof they qualify to become citizens. With the waiting lists for Citizenship classes growing, LAMP staff began to see that some students only wanted the class to learn English and were not interested in becoming citizens at all. LAMP now require students to present their Permanent Resident Card (aka Green Card) in order to register for a class. Staff prioritized those that have already submitted their N-400 application and should be in the class no longer than six months. This helped alleviate long waiting lists and allowed those who have a proven need to receive instruction.

Tutors, Instructors and Citizenship Coaches

LAMP's stalwart instructors Lilian Kawaratani, Nancy Gilmore, Richard Hollingsworth, Sam Fechenbach, Annabelle Chu, Daisy Liu, Patrick Scanlan and Lee Zambrana continued to grace the program with their magnificent ability to impart knowledge. The students sometimes like these teachers so much that they do not want to move onto the next level. But all in all, LAMP's teachers, tutors and coaches touched many lives again this year.



This year, the literacy program assisted 75 Citizenship Preparation students gain their Citizenship status by passing their Naturalization Exams. The program remains one of the more popular ESL components of the literacy program and attracts students across several counties.

Incorporating the use of technology into instruction was an added requirement this year and many of the teachers embraced it. Acting Literacy Administrator Jose Garcia assisted volunteer teachers in using an iPad and projector in the classroom to enhance the lessons and several of them used it on a regular basis.



Claremont College School of Pitzer Partnership

Kathleen Yep, Professor of Asian American Studies and Chairperson of the Intercollegiate Department of Asian American Studies at the Claremont Colleges, returned with her group of Claremont College students who served as citizenship coaches in the Fall, providing students with opportunities to practice the various modalities of the Naturalization Exam. As part of their final projects, the Claremont students assisted translating the newly revised N-400 application into Chinese. LAMP staff have now added this to the Citizenship student packet so that students can have a better understanding of what is being asked of them. For the Spring semester, the volunteer coaches' focus shifted from Citizenship coaching to ESL Conversation. Professor Yep and her group lead a discussion class for intermediate to advanced English speakers from LAMP. The topics of discussion included: 1) Our common humanity 2) Beliefs and practices of violence and nonviolence, and 3) Practical skills of responding to violence and creating wellness.



The LAMP students really enjoyed participating in this Conversation class. They even went on a field-trip to the Claremont College Campus and enjoyed a potluck at the end of class.



Passports

Passport services really took off this year. LAMP processed a total of 1,374 applications in this fiscal year which translates to \$34,350 generated for the Literacy program. Evening hours and weekends are the most popular times for appointments since they allow parents to apply for their children's passports after school and working individuals to come after work hours.

Passport operations have also continued to evolve. In August 2016 LAMP added photo services to our repertoire. Staff created a procedure for photo taking so as to not take away too much time from the appointment itself, and stand-alone photo service was offered for those who qualify for self-renewal and do not necessarily have to apply through the LAMP agency. This additional service generated another \$3,890 for the Literacy Program. In December 2016 staff relocated Passports out of the Literacy Administrator office and into LAMP Tutor Room 1. This allowed for a dedicated space strictly for passports while still giving patrons the appropriate level of privacy. The transition was seamless as all passport related documents were enclosed in a single filing cabinet and staff were able to move it along with the copy machine into the Tutor Room with ease.



In April 2017 LAMP held a Passport Event at the City's Cherry Blossom Festival in which staff offered walk-in services on Saturday, April 22 and Sunday, April 23. The event turned out to be a huge success. With help from the City Clerk's office who was also on site accepting applications, on Saturday LAMP staff processed a total of 84 applications and on Sunday processed 86 for a

combined total of 170! But, as if that wasn't enough, throughout the month of April staff collected 201 applications during regular service hours alone. In total, we processed 302 applications in the month of April. When the amount of money collected from photographs was added to these totals, LAMP made a total of \$8,160 in just one month. Many patrons expressed their gratitude for offering this service on the weekend.

Tutor Recognition



The Tutor Recognition event was held on Saturday, December 3, 2016 at Luminarias Restaurant in Monterey Park. This year it was a little different than previous years. Acting Literacy Administrator Jose Garcia, who would usually play more a role of producer for the event, was the Master of Ceremonies, and this time around the food was served during the event as opposed to at the conclusion of it. The 50 people in attendance enjoyed a delicious spread of organic baby greens salad and fresh seasonal fruit to begin with, followed by Mediterranean Chicken and/or Baked Fresh Salmon along with rice pilaf and seasonal vegetables.

The program began with previous LAMP student and new citizen Hong Wang leading attendees in the Pledge of Allegiance, followed by a warm welcome by City Librarian Norma Arvizu. City Councilmembers Peter Chan and Hans Liang also shared a few words of encouragement before Los Angeles Community College Trustee Mike Eng presented the Harvey Elparin Tutor of the Year Award to Citizenship Instructor Lee Zambrana. Lee has contributed over 240 hours to the LAMP Literacy program since he started volunteering in 2013 and his dedication and determination to help others has been a big contributing factor to the success of the Citizenship Program. Assemblymember Ed Chau and Garvey School District Board member Henry Lo also presented Lee with certificates of recognition. City Librarian Norma Arvizu concluded the event by presenting certificates to all LAMP volunteers.



LAMP Classes for Fiscal Year 2016/17

Citizenship Preparation	Mondays	6:00 – 8:00 p.m.	Lilian Kawaratani
Citizenship Preparation	Wednesdays	10:00 a.m. – 12:00 p.m.	Anabelle Chu
Citizenship Preparation	Sundays	1:00 – 3:00 p.m.	Lee Zambrana
Citizenship Support	Wednesdays	12:00 – 1:00 p.m.	Angeline Chu
ESL Beginning Literacy	Sundays	3:00 - 4:30 p.m.	Sally Shu
ESL Beginning Literacy	Tue/Thurs	12:00 – 2:00 p.m.	Diane Lee
ESL Beginning Low	Mondays	6:00 – 7:30 p.m.	Patrick Scanlan
ESL Beginning High	Mon/Wed	12:00- 2:00 p.m.	Sam Fechenbach
ESL Intermediate Low	Tue/Wed/Thurs	1:00-3:00 p.m.	Nancy Gilmore
ESL Intermediate High	Mon/Tue/Wed	3:00 – 5:00 p.m.	Richard Hollingsworth
ESL- Advanced	Tuesdays	7:00 – 8:30 p.m.	Sam Fechenbach
ESL Conversation	Sundays	1:00 – 3:00 p.m.	Daisy Liu

2016 – 2017 LAMP GOALS AND OBJECTIVES

GOALS/OBJECTIVES	PROGRESS
1. Develop an effective 24/7 online course that offers Citizen Preparation to the community's adult residents unable to attend onsite Citizenship classes.	Staff began researching online content for citizenship preparation that can be loaded onto iPads for circulation.
2. Develop and alternative online tutor training course for interested parties to complete if they are unable to attend the scheduled trainings at the library.	Acting Literacy Administrator Jose Garcia has registered for an online tutor training pilot program to gather ideas for our own training course.
3. Restructure the Reading Rockets program to focus on students with a determined need, working more closely with local elementary schools.	Completed. Staff has begun pre-assessing the students before entering into the program to see if there is a determined need for improvement.

CHILDREN'S SERVICES

The Children's Department grew by leaps and bounds during fiscal year 2016-17, expanding community outreach, refining existing offerings and developing new and innovative programs, services and collections to better serve the families of Monterey Park. Major changes include the addition of a new Monday evening Family Storytime started in November 2016; as well as the addition of Marvelous Mondays, a new monthly literature and craft activity; monthly Family Movies; and monthly puppet shows for families.

The Department has also made changes to the Children's collection to increase circulation, better meet community needs, and make browsing and finding books easier for young patrons and their parents, including relabeling and recataloging popular series, weeding and moving the Reference collection and moving Graphic Novels.

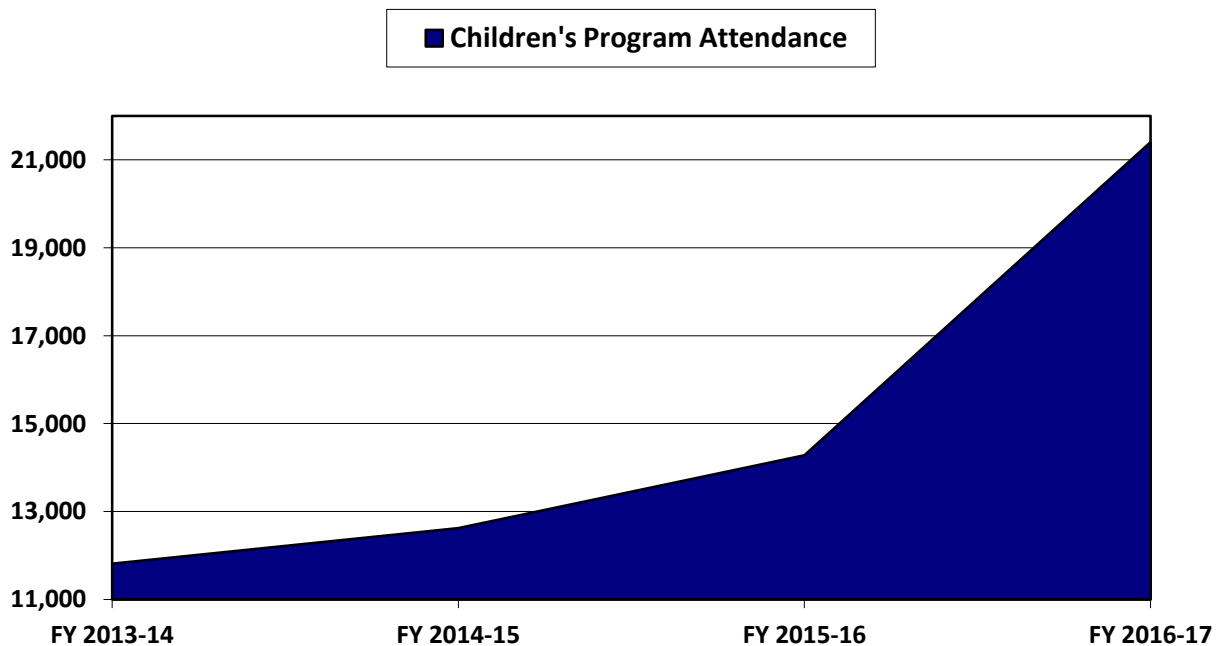
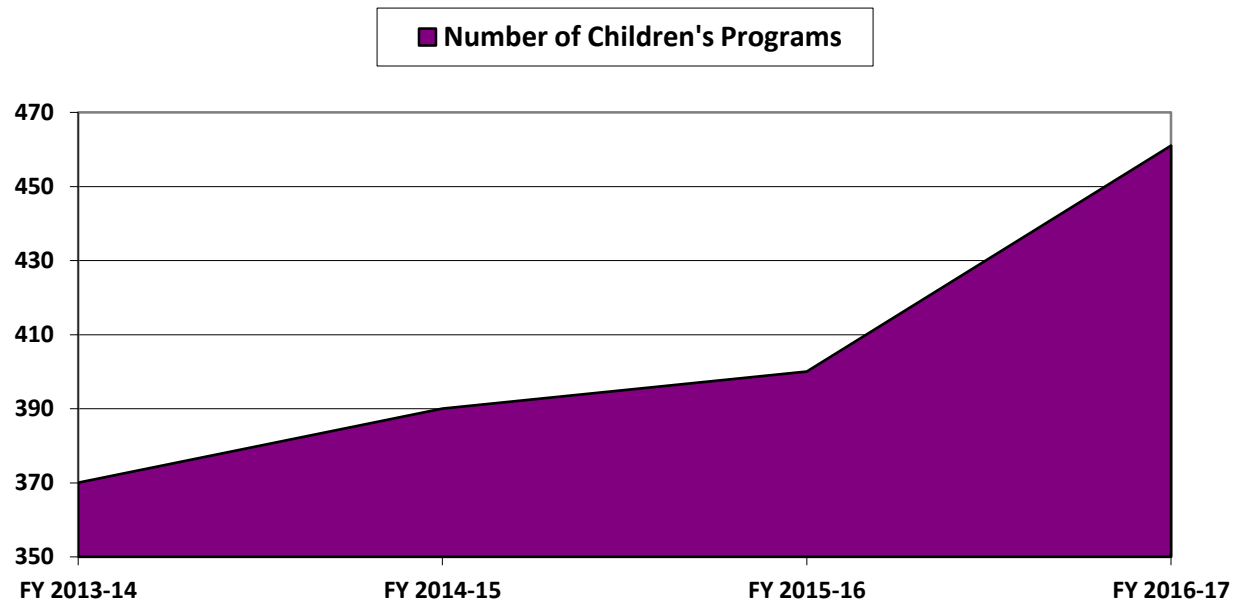
Children's Services has also focused on nurturing partnerships with schools, non-profits and other community organizations in order to expand and diversify programming and services to families in Monterey Park.



Annual Statistics

This year Children's staff answered **8,830 reference questions**. These transactions include recommending books to children for leisure and learning, assisting parents with finding books to read to their babies and toddlers, helping children do research for school projects and assisting children in using the computers to complete homework assignments.

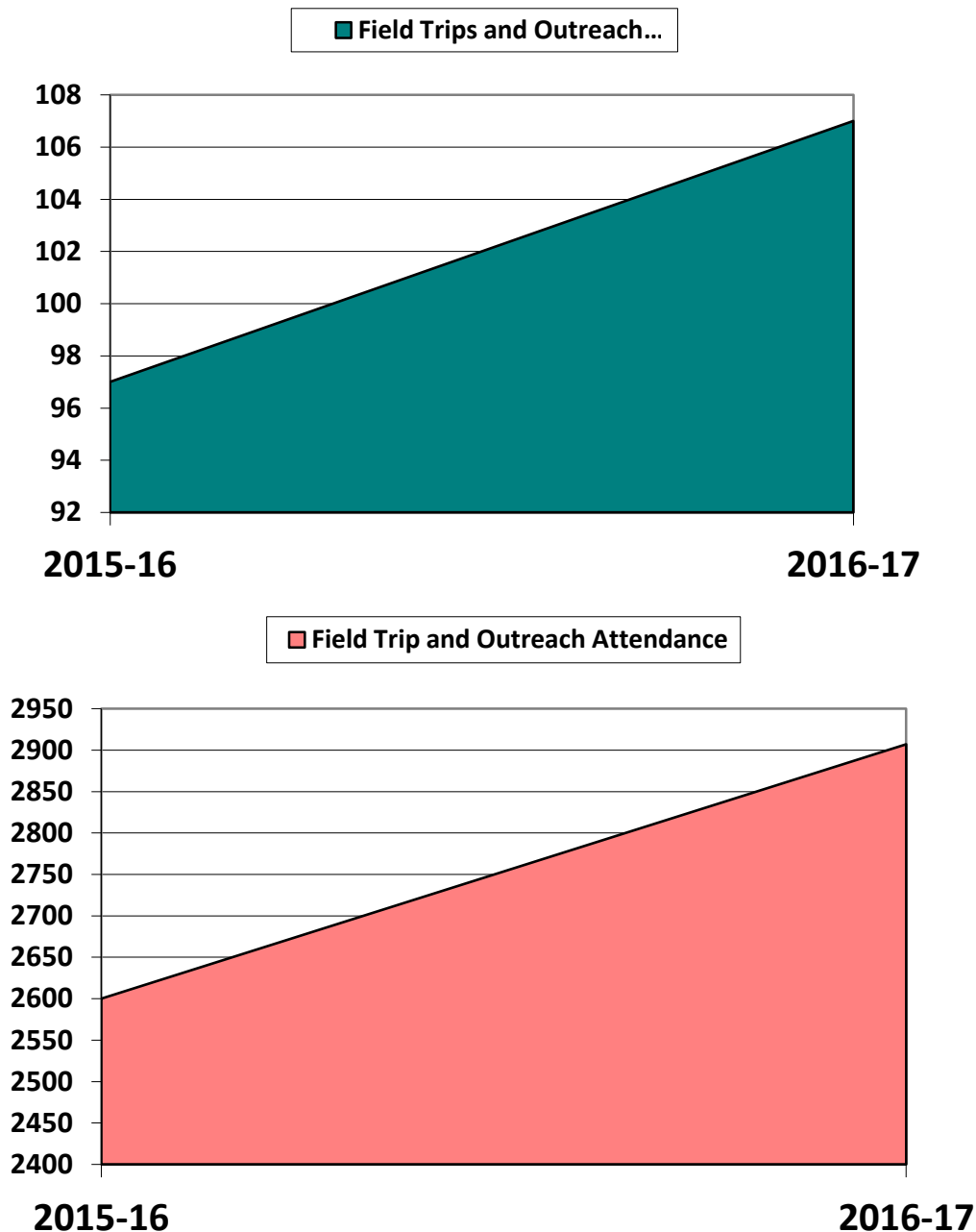
The Children's Department held **461 programs** for infants through adolescents (more than one for every day of the year!), including storytimes, homework help sessions, performers, games, movies, crafts, and science experiments. In all, **21,403 participants** enjoyed a program in the library where they learned, were entertained and expanded their horizons. The number of programs increased by 5% and attendance saw a full 25% increase over FY 2015-16.



Programming and Services

Outreach

Community outreach efforts – particularly field trips at the library– increased significantly during FY 2016-17. There were **67 field trips to the library** this fiscal year during which a total of **2,190 students, teachers and parents** visited the library to learn about our services and programs, use our resources and enjoy a tour and a storytime. This represents a 23% increase over FY 2015-16. Schools which visited the library for field trips included Alpha Shen, St. Stephen's School, Barnes Park Tiny Tots, Brightwood, Hillcrest and Repetto Elementary Schools.



Children's staff also made **40 class visits** in the community to classrooms, school fairs and afterschool activities. These efforts reached **717 students, teachers, parents and administrators**. Children's staff read books and sang songs with children, judged school talent shows and spoke to residents about how the library can serve them and their families. School visited by staff included Hillcrest, Ynez, Brightwood, Bella Vista, Repetto and Monterey Highlands Elementary Schools, Alpha Shen Preschool, and St. Stephen's School.





Storytimes

The Children's Division holds five storytimes weekly: one for babies and toddlers, a preschool storytime for 3-5 year olds, and three all ages family storytimes. These continue to be at the core of our early literacy offerings and are designed to model effective reading practices for parents and to inspire a lifelong love of reading in children. In FY 2016-17 the Children's Division held **222 storytimes** which were **attended by 11,653 individuals**.

Little Explorers

This ongoing program features a different learning or art activity for very young children on the first Thursday of every month during the school year, and has become an important and popular part of our programming for young children. Activities have ranged from sensory bins with various materials, shadow play, painting, stamping and stenciling. This is one of our most well attended programs, and attendance consistently tops 100 each program. In total **667 children and caregivers attended Little Explorers** this fiscal year.



Self-Directed Programming

Children's Staff added a new "self-directed programming" area in the Children's Department. This space features a different activity every month, allowing children visiting the library to participate in a library program, at any time of day, regardless of whether a program is being held then. This service has been popular with families; during FY 2016-17 **2,456 children participated in a self-directed program.**

Homework Help

The Children's Department offers homework help afterschool during the school year for elementary school children. This program uses high school volunteers as tutors and continues to be popular with parents and children. During FY 2016-17 **the Homework Help program served 127 children and assisted with 369 homework questions.**

Tween Programs

Library programs for older children continued in FY 2016-17 with a curriculum spotlighting STEM and arts learning. These popular monthly activities **were attended by a total of 214 patrons** during FY 2016-17.



Computer Classes

Children's Services held monthly Computer Classes during the 2016-17 academic year. Part-time Clerk Anita Phan taught children how to use the mouse and keyboard, to search for information online, to create and edit documents, and to type reports for school. Anita also taught classes on study skills and using websites to create flashcards and practice quizzes to learn new material.



Marvelous Mondays

Christine Chai began this new monthly children's program in November 2016. Each month Christine builds a program around a theme she has selected. These programs include books, songs, rhymes, crafts and games and have been popular with families with young children.



Afterschool Art

Afterschool Art – which had previously been on hiatus due to short staffing in the Department – resumed in December 2016. Children five and older make creative, process art in this hour long monthly program, which has featured sculpture, multimedia, paint and textile arts.



Reading Incentive Programs

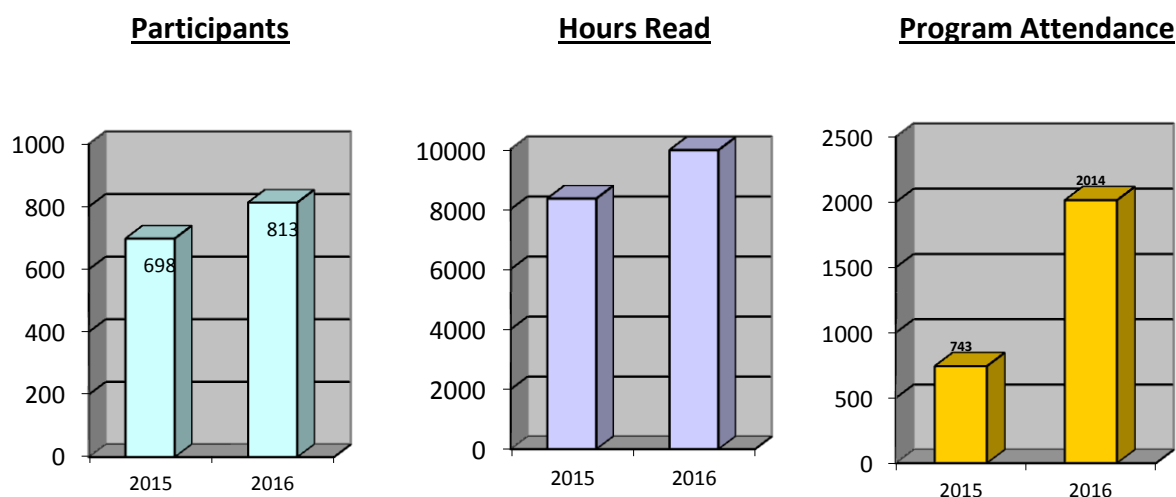
Summer Reading 2016

The 2016 Summer Reading Program made participation easier, more enjoyable and more intuitive for families. Participants were allowed to turn in reading logs at their convenience, rather than at predetermined intervals. Children were given freedom to choose the materials that they wanted to read and the language they wanted to read in- both important factors in developing independent reading motivation. With the generous support of the Friends of the Library, the Children's Department was able to book weekly performers for families. These performances- from magicians, to musicians, to jugglers and puppeteers- were extremely popular. The Children's Department made sure that children with working parents were able to attend these events by offering some performances on Saturdays, as opposed to only during the week. The Children's Department also held its second End of Summer Pool Party at Barnes Park with games, contests and ice cream for SRP families. The 2016 Summer Reading Program wrapped up on August 1 with a party at Barnes Park Pool for families. Over 230 children and parents attended the program where they swam, enjoyed ice cream and played games together. The staff of the City's Recreation and Community Services Aquatics Division made the program possible by generously opening their facility to the library, staffing the pool with lifeguards and providing music for the party all free of charge.



In total **2,014 children and caregivers attended SRP programs** during the summer. A total of **813 children signed up** and read a total of **9,964 hours** - collectively almost a full calendar year – as part of the Summer Reading Program.

These numbers represent huge increases over the 2015 Summer Reading Program. Signups increased by 16.5%, hours read increased 19.3 % and programming attendance increased by 171%.



Summer Reading 2017

The Children's Division's Annual Summer Reading Program began on May 30, 2017. During this fiscal year **1,082 children signed up** and **read a total of 6,112 hours**. The Summer Reading Program offers weekly movies, family game nights and children's performances at the library featuring storytelling, music, science demonstrations, a bubble show, magic, juggling and a family pool party at Barnes Park Pool. This year Children's Services was very lucky to have Jason Mai donate Super Geek Boxes for children who complete 24 hours of reading over the summer. This has driven enthusiasm and signups for the program.





On June 5 Children's Department held a Summer Reading kick-off celebration at Barnes Park Amphitheater featuring magician and juggler Arty Loon, which was attended by approximately 261 children and caregivers.



In-N-Out Cover to Cover Program

Each year the Children's Department partners with In-N-Out to offer the "Cover to Cover" reading program to library patrons ages 4-12. This year the program ran October 3 through November 14. **565 children participated** and **read a total of 5,085 books** during the 2016 "Cover to Cover" program.

1,000 Books Before Kindergarten

The 1,000 Books Before Kindergarten reading marked its three year anniversary in 2017. The goals of the program are to encourage parents to begin reading to their child at birth and to make sharing books a daily habit. To date **702 children have registered for the program** and **29 children have completed the program**, reading at least 1,000 books with their caregivers. In total **participants have read over 98,300 books** together.

Partnerships with Non-Profits and Community Organizations

Asian American Economic Development Enterprises

In July 2016 interns from Asian American Economic Development Enterprises held a workshop for children on teamwork and cooperation. Group Leader Vivian Sove had teams participate in a timed challenge to construct the tallest tower capable of supporting a marshmallow using only spaghetti and masking tape.

Boys & Girls Club of the West San Gabriel Valley

In summer 2016 Children's Senior Librarian met with Frank Reyes, Director of the West San Gabriel Valley Boys & Girls Club for a tour of the facility and to discuss opportunities for partnership. Boys & Girls Club students attended our weekly movies and visited the library regularly during the 2016 and 2017 Summer Reading Programs. In March Children's staff were invited to the Boys & Girls Club Open House, where staff handed out calendars and spoke with families about the programs and services available at the library.



Chinatown Service Center

Established in 1971, the Chinatown Service Center is the largest community-based Chinese American health and human services organization in Southern California. The Behavioral Health Division provides linguistically and culturally relevant services to children and families in Asian/Pacific Islander communities. In FY 2016-17 Children's Services established a relationship with CSC in order to provide quarterly bilingual cultural programming for Chinese-American families of Monterey Park. The programs offered by CSC are consistently some of the most popular programs in the Children's Division.



MOMS Club of Monterey Park

MOMS Club of Monterey Park is a local chapter of the International MOMS Club and serves as a support group for full or part-time at-home mothers, organizing family activities, playgroups, Mom's Nights Out, park days and field trips. The group held monthly meetings and craft programs for mothers and children in the library and in 2016 they began presenting monthly workshops on parenting featuring guest speakers from the Monterey Park Police and Fire Departments and local preschools.



Monterey Park Police Department

In March 2017 the Children's Department partnered with Officer Esparza of the Monterey Park Police Department for a Police and Safety Storytime. Officer Esparza read books and answered questions about what police officers do, how to stay safe and how to use 911 for emergencies.



WIC

In August 2016 and February 2017 during baby and preschool storytimes, Spanish, Cantonese and Mandarin bilingual workers from the local WIC Office visited the libraries to chat with parents about the services they offer and to sign up eligible families for nutritional assistance. The WIC employees set up a table outside of the storytime room where interested individuals could learn about the program, inquire as to their eligibility and fill out applications. Children's staff gave library flyers to the representatives for distribution in their office.



Collection

During FY 2016-17 **166,512 items were checked out from the Children's collection**— 75% of the total circulation for the library. That's over 22 check-outs for every kid birth to age 12 in Monterey Park (population: 7,512, *Source: US Census Demographic Profile Data*).

The Department added **2,248 new items** to the collection. As always, Children's staff continues to deselect books and other library materials which are outdated, superseded, have incorrect information or are damaged so that our collection remains fresh, significant, relevant and up-to-date for the community.

In October 2016 we completed a significant overhaul of the Children's Reference collection. This project involved:

- Weeding Non-fiction and recataloging beginning non-fiction books into the Easy Non-Fiction section;
- Shifting Non-fiction to make room for Reference;
- Weeding Reference and recataloging items into the Non-fiction section for circulation where appropriate;
- Moving Reference materials to the beginning of the Non-fiction shelves;
- Removing the Reference cases and adding new seating and study area for patrons.

These changes create additional collaborative work space needed by students and families in our community.

Before



After



In November staff weeded books that had not circulated in three years from J Fiction, and books that had not circulated in two years from J Easy. Approximately 500 items were either discarded or, if found to be missing, were deleted from Millennium. Books were also weeded from the Children's International, and Non-fiction sections.

Library Technician Michael Bathan deleted 1,163 records that have been missing since the library's reopening in 2006. Children's Senior Librarian Diana Garcia searched for another 1,053 items that have been marked missing, but which have had checkouts since the reopen in order to reconcile inconsistencies in the catalog. These books were found to be on the shelves and their records were updated in the catalog. Children's Services continues its work to refine the catalog and improve the collection by weeding and updating item records to reflect true holdings.

In May 2017 staff moved Children's Graphic Novels out of non-fiction and onto a shelf of their own next to the paperbacks to make the collection easier to access. Technical Services added a new code for Children's Graphic Novels so that the new location would be reflected in the catalog and Circulation pages added spine labels and shifted the non-fiction materials.

In June 2017 Children's Services was awarded a \$7,500 grant from the California State Library to purchase bilingual materials for the Children's collection. Children's Senior Librarian Diana Garcia wrote and administered a short survey to program attendees and website visitors to help guide purchases by asking which languages they would like us to purchase materials in. 118 people responded to the survey. Chinese (Simplified and Traditional) was the most requested language with 52 votes, Spanish had 28 votes, Japanese had 14 and Korean had 11 votes.

Children's Services Staffing

Kristin Olivarez, Librarian

Kristin spent the months of October and November receiving training on all aspects of Children's Services, including reference work, storytimes for all ages, public computers, library resources and the policies and procedures of the Monterey Park Library. Kristin is responsible for weekly Preschool and Baby & Toddler Storytimes, monthly Little Explorers and Afterschool Art, and Literacy Extension activities.

Christiana Chavez, Library Clerk

This year Christi Chavez became responsible for our new Monday evening Family Storytime and began creating the monthly calendar and brochure for the Library. She continues to obtain approval for flyer delivery to Monterey Park schools and maintain the statistics for the Children's Department.

Christine Chai, Part-time Librarian

Part-time Librarian Christine Chai marked her one year anniversary of employment with the Library on May 9. She graduated with her MLIS from UCLA's Graduate Program in Library and Information Science in 2015 and is also employed part-time at the Beverly Hills Public Library. Christine is responsible for Wednesday Family storytimes, selecting apps for public iPads, rotating literacy extension activities, monthly Marvelous Mondays, and decorations in the Children's Division.

Joyce Hsiao, Part-time Library Clerk

In June 2016 part-time Library Clerk Joyce Hsiao marked her two year anniversary of employment with the Library. Joyce Hsiao currently works fulltime at Rio Hondo College as an educational advisor. Joyce holds a Masters Degree in Education and brings a wealth of experience in conducting workshops and outreach. She substitutes for Diana at Tuesday Family storytimes and is responsible for organizing and cleaning ELF Area supplies

Anita Phan, Part-time Library Clerk

Anita also marked her two year anniversary of working in the Children's Division in mid-June. In FY 2016-17 Anita held monthly computer classes for elementary aged children, and was responsible for the lesson planning, promotion and teaching of classes. Anita also held Family Game Nights as a part of the 2016 and 2017 Summer Reading Programs.

2016 – 2017 CHILDREN’S GOALS AND OBJECTIVES

GOALS/OBJECTIVES	PROGRESS
1. Partner with Monterey Park schools and districts to publicize library services and to teach students and parents how to use library resources.	Ongoing. In June Children’s staff hosted 17 field trips to the library and visited two schools to speak about library resources and share books.
2. Create monthly technology and computer classes for school aged children.	Completed for the 2016-17 academic year. Classes will resume in September for the 2017-18 school year.
3. Expand programming for children ages infant to 12 years of age to include additional creative and arts based programs and bilingual storytimes.	Ongoing. Children’s offers Marvelous Mondays, Tween programs, Afterschool Art and three puppet shows monthly.



Staffing

City Librarian Norma Arvizu was on extended medical leave from mid-December 2016 through February 27, 2017. In her absence, Technical Services Senior Librarian Evena Shu served as Acting City Librarian.

With the position of LAMP Literacy Program Administrator still vacant, **Senior Library Clerk Jose Garcia** was appointed **Acting Literacy Program Administrator** in December 2016.

The library hired **Kristin Olivarez** as the new full-time Librarian in Children's Services. Kristin has a Masters in Library Sciences from San Jose State University and formerly worked at the Burbank Public Library. She started on October 24.

Jessica Wahl started as the full-time Library Clerk position in Circulation Services on December 5, 2016. Jessica has a B.A. in Literature from Eastern Michigan University and previously was working as a Library Coordinator for Sage Hill School in Newport Coast, California.

Part-time Librarian **Lawrence Mak** accepted a full-time position with the County of Los Angeles Public Library. His last day of work here was December 4, 2016.

Part-time LAMP Library Clerk **Denise Tang** was offered and accepted a full-time position at the Arcadia Public Library. Denise was a part of the LAMP family from September 8, 2006 through the end of August 2016 - almost exactly ten years!

Part-time Library Clerks **Jay Delgado** and **Gloria Nguyen** were hired for the LAMP division. Their first day was September 29, 2016. Jay is assigned to deal primarily with duties in passport services and Gloria focuses on assisting in the office regarding literacy and citizenship classes, but both are trained and certified for passports services and cross-trained to handle any tasks necessary. Part-time Library Clerk **Hannah Chin** transferred from Circulation to LAMP in October 2016. With her experience in passport services and her ability to speak Mandarin and Cantonese, Hannah was a welcome addition to LAMP.

The library hired part-time Library Pages **Jeffrey Lau** and **Lauren Frazier** for Circulation Services. Both began work on July 19, 2016. Jeffrey was previously a volunteer in Circulation and Lauren is studying for a Master's in Library Science. This is her first job working in a library. Circulation Services also added part-time Library Page **Jose Mendez** on December 6, 2016.

In August 2016, Circulation part-time Library Page **Dorothy Inouye** celebrated 20 years with the library! In October 2016, Dorothy had a minor stroke and temporarily lost her hearing but was able to return to work on November 14, 2016.

After fifteen years (!) with the library, part-time **Janitor Louie Morales** retired as of September 2, 2016. Louie began working at the library on August 23, 2001.

The library hired **three new part-time Janitors in 2016/17: Leo Hernandez and Cecilio Rodriguez** in beginning of August 2016 and **Lisa Gomez** in May 2017. Leo formerly worked for the City of Monterey Park as a part-time Janitor in the Parks Division. Cecilio also currently works as a Maintenance Supervisor at the Best Western Posada Royale in Simi Valley . Lisa worked for the library previously, both in the original building and when the library was off-site in the Service Clubhouse and the warehouse on Monterey Pass Road during the construction and renovation project. They replaced former part-time Janitors Gregory Loew, who left the library at the end of May 2016, Louie Morales, who retired at the beginning of September 2016 and Eric Rebollo, who resigned as of January 17, 2017.



Professional Development/Growth

Training/Workshops/Classes

From July 12 - 14, library staff including **City Librarian Norma Arvizu, Administrative Secretary Gwen Kishida, Reference Senior Librarian Cindy Costales, Reference Librarian Maggie Wang, Technical Services Senior**

Librarian Evena Shu, Library Technicians Michael Bathan and Jessica Rodriguez, Circulation Services Supervisor Julie Villanueva, Circulation Library Clerk Lina Nguyen, LAMP Senior Library Clerk Jose Garcia, Children's Library Clerk Christi Chavez and part-time Janitor Louie Morales participated in a series of interviews coordinated by Human Resources in conjunction with Occu-Med, Inc., an occupational health consulting firm. The study was intended to update the City's medical exam component profiles and develop a comprehensive job profile that outlines the physical and environmental demands of selected jobs. Occu-Med conducted these on-site structured group interviews with employees from all City departments in the same or similar job classifications to discuss and determine the essential functions of the jobs being analyzed. **City Librarian Arvizu** attended a specific session with other City department directors to assist with a job analysis for Executive staff in the city. The City Librarian assessed the questionnaire and rating scale and concluded that the analysis did not address correctly the descriptions of the executive position and was aimed more on the physical components of manual labor positions.

On August 15, **City Librarian Norma Arvizu, Senior Librarians Evena Shu and Diana Garcia and Administrative Secretary Gwen Kishida** attended the Agreements, Contracts and POs training held in City Hall. Training covered new requirements for contracts and agreements with all partnerships and vendors the library interacts and secures products or services from daily, monthly or annually. This new training has become very comprehensive with the additions of necessary documents as General Liability, Workers Compensation, Business Good Standing, and Scope of Services.



On August 22, a trainer from the Census Bureau presented a free interactive workshop to library staff including **City Librarian Norma Arvizu, Adult/Reference Senior Librarian Cindy Costales, Technical Services Senior Librarian Evena Shu, Circulation Services Supervisor Julie Villanueva, Librarian Maggie Wang and part-time Librarian Maritxu de Alaiza** and other City employees on learning the basics of using Census data in grant

proposal writing. This was a workshop that **Children's Senior Librarian Diana Garcia** had originally taken and recommended. City Librarian Arvizu then arranged for the trainer to come to the library and present the workshop here. Staff learned how to navigate through valuable information on over 40 micro demographics topics within counties, cities, and neighborhoods! Circulation Services Supervisor Julie Villanueva noted that learning how to access the data compiled by the Census Bureau and use it for grant writing or other statistical purposes was invaluable and that the amount of data available is astounding! Technical Services Senior Librarian Evena Shu noted that the workshop was an overview of how to look for data to apply for grants. It covered information on Community Survey (every two years) and Community fact finder as well as advanced searching on how to create maps on Census tract. Everyone found the hands-on training very informative and helpful.

On September 12, **City Librarian Norma Arvizu, Senior Librarians Cindy Costales, Evena Shu and Diana Garcia, Circulation Services Supervisor Julie Villanueva, Administrative Secretary Gwen Kishida and LAMP Senior Library Clerk Jose Garcia** met with Deputy City Clerk Cindy Trang, Support Services Manager Tim Shay and City Clerk's Office Secretary Helena Cho regarding getting clarification on the newly instituted procedures for processing Agreements, Contracts and Purchase Orders. The meeting was scheduled so that library staff's questions regarding these procedures could be answered and the process implemented correctly and efficiently.

City Librarian Norma Arvizu, Administrative Secretary Gwen Kishida, Senior Librarians Cindy Costales and Evena Shu, Librarian Maggie Wang, Library Technician Jessica Rodriguez, Circulation Service Supervisor Julie Villanueva, Library Clerk Mona Ying, LAMP Acting Literacy Administrator Jose Garcia and part-time Librarian Lawrence Mak in addition to other City staff attended a *Sittingsafe* workshop on November 17 in the library's Computer Lab. Gwen reported that presenter Dr. Jim Clapper showed ways to have an ergonomic work area and utilize biomechanics to reduce stress on and prevent injuries to your body, especially your back. Evena reported that Dr. Clapper taught about managing your body in its natural habitat. Dr. Clapper showed how much stress the spinal column is put under when we do activities with a hunched-over posture. Practicing incorrect posture as we do daily tasks can cause cumulative micro traumas that may eventually lead to injury. Dr. Clapper demonstrated how we can make adjustments to perform these tasks while maintaining correct posture. Jose noted that the training not only demonstrated proper sitting techniques but staff also learned stretching exercises and it helped us be overall mindful of the way we use our bodies. It was very informative and staff hope to implement many of the recommendations.



Technical Services Senior Librarian Evena Shu and other members of the City's Technology Committee and **Administrative Secretary Gwen Kishida** and other City staff responsible for handling budgets, payroll, payables, purchase orders and other financial and personnel matters attended the Tyler Technologies MUNIS Enterprise Resource Planning System software overview demonstration on January 17 from 8 – 10 am in the City's EOC. This system is one of those being considered to replace the City's current finance system. The City wants the new

system to have automated workflows (electronic approvals), comprehensive financial reporting, and project accounting. The demonstration was intended to show MUNIS' capabilities in regards to financial reporting, online PO approvals, online accounts payable, employee self-serve, etc. It showed features including Role Tailored Dashboard, Central Screens, Self Services, Navigation and Queries, Workflow, Decentralized Accounts Payable, Budget Overview, Integrated Content Management, Reporting Options. The demonstration did not cover the cost of data migration which is very crucial for system migration.

In May, **LAMP Acting Literacy Program Administrator Jose Garcia** and **part-time Library Clerks Angelica Marquez, Gloria Nguyen** and **Jay Delgado** and **Children's Senior Librarian Diana Garcia, Librarian Kristin Olivarez, Library Clerk Christi Chavez, part-time Librarian Christine Chai** and **part-time Library Clerks Joyce Hsiao** and **Anita Phan** completed the Mandated Reporter webinar for employees whose duties require direct contact and supervision of children. The training presented multiple scenarios of child abuse and helped to establish what could be considered as "reasonable suspicion" and the different types of abuse that should be reported and the consequences of failing to do so.

Norma Arvizu, City Librarian

July 11: The City Librarian provided tutor training to six tutors for the Reading Rockets for the summer session. The additional training provided key strategies to new tutors on how to teach reading skills to young children reading below their levels and the challenges that occur with literacy comprehension and reading fluency.

July 11: Provided orientation to new Library Board Trustees Jason Dhing and Gloria Guerrero in the City Librarian's office. Though Gloria Guerrero was a returning trustee, there had been new procedural changes to the role of the board trustees. Jason Dhing was very surprised at the involvement and the comprehensive role trustees have in the operations of the library.

July 13: Attended a training given by Human Resources and Occu- Med, Inc., to assist with a job analysis for Executive staff in the city. The City Librarian assessed the questionnaire and rating scale on the analysis did not address correctly the descriptions of the executive position and was aimed more on the physical components of manual labor positions.

July 13: Completed four-week training on *Serving People with Mental Illness at Your Library*. Training provided a scope on mental illness and how library personnel could arm themselves to understand the issues with mental illness and how to connect them to local community resources. It was key to build partnerships with organizations that serve the mentally challenged in our region and to further train staff on how to tap into some of these resources.

July 16: Viewed an archived webinar on *Managing Challenging Patrons in Libraries*. This archived webinar provide insight into the management of problematic patrons and guidance on how to enforce a Code of Conduct to these patrons.

August 10: Presented a training workshop on *The Human Side of Leadership* to over 65 city employees. As part of the Training Academy, initiated by the City Manager, Department Directors have offered to conduct trainings on various components on leadership skills to employees pursuing management roles in the future.

August 15: City Librarian along with Senior Librarians, Evena Shu and Diana Garcia, and Administrative Secretary, Gwen Kishida, attended the Agreements, Contracts and POs training held in the community room in city hall. Training covered new requirements for contracts and agreements with all partnerships and vendors the library interacts and secures products or services from daily, monthly or annually. This new training has become very comprehensive with the additions of necessary documents as General Liability, Workers Compensation, Business Good Standing, and Scope of Services.

August 18: Conducted hands on training to Covina Public Library's literacy program on how to organize a Citizenship Preparation program. This has been one of the areas where the City Librarian has extensive training to share with other libraries.

August 18: City Librarian along with Senior Library Clerk Jose Garcia attended a webinar on Online Tutor Training that will be implemented soon in the literacy program. The training was conducted by the Florida Public Library in conjunction with the California Library Literacy Services.

August 22: Invited a trainer from the Census Bureau to present a free interactive workshop to staff and other city employees on learning the basics of using Census data in grant proposal writing. Staff learned how to navigate through valuable information on over 40 micro demographics topics within counties, cities, and neighborhoods!

August 23: Attended QMatic Customer Service Software Training presented by the Finance Director Chu Thai and representatives from the Qmatic queuing systems. The city is considering the installation of the customer service kiosk system in city hall to schedule appointments for various departments and create a time system that promotes efficiency and customer friendliness with high priority scheduling.

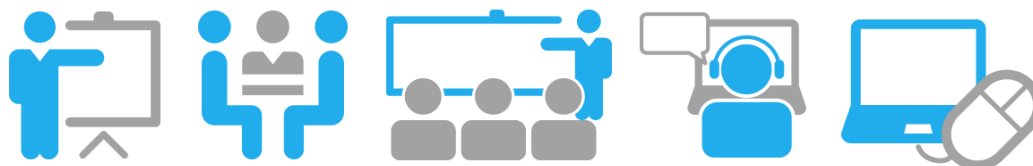
August 29: City Librarian along with Senior Librarian Evena Shu and Circulation Supervisor Julie Villanueva attended a meeting with Director of Support Services Chu Thai and Controller Annie

Yaung to learn the internals of installing a credit card payment option for library patrons. The meeting detailed the obstacles currently surfacing with the implementation of the credit card option at city hall and the challenges the library would face currently with the system in place. The outcome was to wait until the city's credit card system was stabilized first before working with the library.

September 7: Conducted a new tutor training session for Asian American Economic Development Enterprise for three tutors. These are tutors for the Reading Rockets Literacy Program.

September 10: Conducted a new personalized tutor training for citizenship coaching.

September 26: Conducted Citizenship Coaches Training to 22 Claremont College School of Pitzer students.



March 7: Attended Budget Training presented by Chu Thai, Support Management Services Director where an Introduction to a replica of a new financial system to be implemented for use with FY 2017.18 budget was presented. The new system will have an Excel spreadsheet format grouped by funding sources of revenues.

March 23: In connection to the Team Building Session to be held on April 20 with other department directors in the city, the City Librarian held a telephone interview with Mr. Patrick Ibarra from The Mejorando Group was conducted from 8:30 a.m. to 9:00 a.m. to provide some analysis from on what should be in the Training Workshop Agenda for discussions.

March 27: Attended a two hours online training to satisfy the requirements of Article 2.4., Ethics Training of Government Code Title 5, Division 2, Part 1, Chapter 2. All SCLC Council members are required to complete at least two hours of ethics training every two years.

April 18: Attended a training session presented on the Esri Location Platform which would assist city departments with GIS locations to develop a Smart Community and transform the way constituents expect their government to engage with them.

April 20: Participated in the TEAM Building Workshop for Department Heads in the City. The workshop, held at Monrovia Canyon Park, was an all day training session on how to develop successful profiles for Chief Executive Officers.

May 10: Participated in a Liebert, Cassidy, Whitmore Legal Services workshop in Alhambra on *Leaves, Leaves, and More Leaves*. Workshop covered topics on industrial injuries and leaves

under Labor Code S4850. Topics covered were; ADA/FEHA disability/accommodation leaves, California Family Sick Leave, California Pregnancy Disability Leave, FMLA/CFRA leave, Military leave, Leave for jury duty, court appearance & domestic Violence, Time off to vote, Leave due to incarceration, Use of compensatory time, Leave to appear at child's school, Paid leaves (sick, vacation, administrative & floating holidays).

May 23: Participated in the first of a three part series *Measures that Matter* webinar. This is a view into the Current Public Library Data Landscape to help libraries engage broader audiences and public library stakeholders.

June 6: Attended the Deferred Compensation training provided by Human Resources per changes to the New Department of Labor rules requiring cities to look at their fiduciary responsibility in sponsoring 457 deferred comp plans and requiring participating cities to be an accountable & responsible fiduciaries in regards to them.

June 15: Trained a new Reading Rockets Tutor for the Summer Reading Rockets Program.

On January 11, **Administrative Secretary Gwen Kishida** participated in a Commission/Board Staff Liaison training at City Hall. City Clerk staff presented guidelines regarding staff preparation of Commission/Board meeting agendas, staff reports and minutes; reiterated the rules for notifying the public about meetings, conducting meetings, and handling new members and outgoing members; and spoke about how the Brown Act affects Commissions/Boards. Points of emphasis were that the City is now expecting that the agendas and minutes of Commissions/Boards must be consistent with that of City Council, so staff liaisons must revamp their documents, and that now minutes and meeting packets will be posted on the City website along with agendas.



Adult/Reference/Teen Services Senior Librarian Cindy Costales and Technical Services Senior Librarian Evena Shu attended the *Outcomes Based Planning and Evaluation* workshop provided by the California Library Association and the California Center for the Book on *Californians: Community Conversations about Immigration* at the Ontario City Library on October 20. The workshop covered community assessment and target audience for immigrant programming.

Community assessment is a structured assessment to discover new services not yet established and to expand existing services. The workshop also covered resources for finding community information. The external environment scan includes demographics, setting, economy, technology and socio-cultural. Internal Library factors are library history and culture, service priorities, human assets, non human assets and funding. It also noted observational techniques and local partnerships. The best part of the workshop is it covered development outcomes and outcome-based planning. Outcomes indicate positive changes in attitude, skill, behavior, knowledge, change in status and life condition. It targets to specific group, it is intentional.

Lastly, Ontario library staff discussed their Muslim book shelf experience. They partnered with the prestigious Claremont College and non-profit organization. They use eye catchy posters to promote the collection.



Adult/Reference/Teen Services Senior Librarian Cindy Costales attended a two-day Library Innovation Lab Grant Training on March 1-2 at Cal Humanities in Los Angeles.

Reference Librarians Maggie Wang and Darren Braden attended a personal safety workshop on February 9 in the Community Room at City Hall. The workshop was conducted by the Community Services Bureau of the Monterey Park Police Department.

On May 2, **Technical Services Senior Librarian Evena Shu, Technical Services Library Technicians Michael Bathan and Jessica Rodriguez and Circulation Services Supervisor Julie Villanueva** attended the MeeScan, product of Bintec Library Services webinar. They learned how MeeScan works. Patrons are to download an app and check out library materials using their mobile device. They need to desensitize the books at the Circulation station.

In August 2016 **Circulation Services Supervisor Julie Villanueva** attended a Census Data training which explained ways to use much of the data available from the Census Bureau. She was also on two interview panels, one for the City of Glendora and one for the LAMP department part-time library clerk positions.

In November 2016 **Julie and Library Clerk Mona Ying** attended a workshop *Sitting Safe*. The workshop showed ways to have an ergonomic work area and reduce stress on your body. Circulation implemented many of the recommendations.

All Circulation Services staff, full-time and part-time, were assigned to read an article from **Forbes**, *5 Minutes Early is On Time; On Time is Late; Late is Unacceptable*. The article stressed the inefficiency of being late and how being on time is about respect and consideration towards co-workers and friends.

On August 18, **City Librarian Norma Arvizu and LAMP Senior Library Clerk Jose Garcia** attended a webinar on Online Tutor Training that will be implemented soon in the literacy program. The training was conducted by the Florida Public Library in conjunction with the California Library Literacy Services. This webinar provided an overview of the online tutor training pilot program created by the Florida Literacy Coalition. It is an online course created on the moodle platform that provides instruction for new tutors on creating lesson plans for adult learners. The LAMP program has considered creating something similar to allow for new volunteers to go through the Tutor Training at their own pace in addition to or in lieu of a face to face on-site training.

Acting Literacy Administrator Jose Garcia completed the Passport Acceptance Agent Training for Existing Agents on December 15. This was an online refresher course that agents must take every year in order to keep their status as Passport Acceptance Agents. The training reviewed the procedures for accepting applications and updates on submission requirements.

Angelica Marquez, LAMP Part Time Library Clerk, also completed the Passport Acceptance Agent Training for Existing Agents on December 9, thus allowing her to continue to process passport applications for our facility. Although LAMP part-time Library Clerk Jay Delgado has handled the bulk of passport applications, Angelica has helped him better understand the procedures.

In March and April all Children's Services staff viewed *Bilingualism in Infancy and Toddlerhood: Behaviors, Strengths, and Pathways*, a webinar presented by the early childhood development and health organization *Zero to Three* which addressed various ways to support young children's bilingual development, the benefits of raising bilingual children, and different pathways to raising bilingual children.

In May **Children's Senior Librarian Diana Garcia** gave an all staff training on the replacement procedure for lost and damaged books, focusing primarily on interpreting Amazon listings for patrons.

Also in May staff also completed an online training offered through the HR firm Liebert, Cassidy and Whitmore on child abuse awareness.

Children's Senior Librarian Diana Garcia completed several in-person trainings on library services and programming during FY 2016-17, including the Touchpoints in Libraries webinar, an evidence-based approach to understanding child development and family engagement strategies to enhance customer services in libraries; the Children's Literature Council's 2016 Fall Gala and Awards Ceremony; Southern California Library Cooperative's Children's Interest Group meetings; and the 2017 California Library Association's Youth Services Institute in Corona where she learned about programming, diversity in children's services, outreach and early literacy.

Diana attended Liebert, Cassidy and Whitmore's training on work leaves, including disability, industrial injury, pregnancy, military and voting leave, and leaves covered by the Family Medical Leave Act and the California Family Rights Act.

In February **Children's Librarian Kristin Olivarez** and Diana attended a webinar for *NASA@ My Library*, a new nationwide grant opportunity that aims to increase and sustain the availability of NASA science-focused learning experiences for underserved audiences.

During August part-time **Children's Librarian Christine Chai** viewed the Infopeople webinar *New Twists on Storytime* to gain inspiration and learn about what other libraries are doing. This training discussed innovative ideas to incorporate into storytimes such as yoga to add movement and play, dance party storytimes to encourage movement and exercise, and media

mentorship for parents through the use of apps or e-books in storytime.

Joyce Hsiao, Children's part-time Library Clerk, viewed the Infopeople webinar *New Twists on Storytime* during August.



Meetings/Conferences/Outreach

On January 25, **Adult/Reference/Teen Services Senior Librarian Cindy Costales, Technical Services Senior Librarian Evena Shu, Children's Senior Librarian Diana Garcia, Acting Senior Librarian/Circulation Services Supervisor Julie Villanueva, Acting Literacy Administrator Jose**

Garcia and Administrative Secretary Gwen Kishida attended a meeting with Interim City Manager Ron Bow and Human Resources Director Tom Cody to discuss the Measure LL campaign and the parameters of staff involvement. Essentially, City staff cannot engage in any campaigning activities while on duty or on City property. City staff can engage in campaign activities through their unions or as residents of the City so long as they do not use City funds or resources such as City computers, copiers, printers or the email system. Public employees can advocate a particular position regarding a ballot measure on their own time but they cannot use public resources when doing so. Interim City Manager Bow and Human Resources Director Cody noted that there will be impartial information prepared regarding the election and the ballot measure – this can be distributed to the public. If staff are questioned about Measure LL, staff must refer to the prepared materials or answer only with the facts. Staff cannot advocate for the ballot measure. Interim City Manager Bow and Human Resources Director Cody noted that these rules are in place to protect both the City and its employees.

City Librarian Norma Arvizu

July 7: City Librarian attended the Centennial Meeting and delivered the results of the Centennial Essay Contest Program held at the library on June 20 in the Friends Room.

July 12: Attended a short session of the California Public Library Directors Teleconference Meeting from Sacramento. Budget and planning on the CLSA system would implement plans and services for the \$1.88 million in ongoing funding for 2016/17 and the additional 1.75 million one-time funding would be used to help rural libraries.

July 18: Attended the Monterey Park Police Department Oath of Allegiance where two new officers were promoted. Attending these internal events demonstrates departmental support for other city departments and promotes a related partnership within the city.

July 20: City Librarian was interviewed and filmed for a video shoot project with the Robert Wood Johnson Foundation about strengths of a community. The project highlighted the

strengths, networks, and traditions of a community as something that a healthcare provider can work with and the amazing community of elders in the Monterey Park and neighborhood and the involvement of the library.

July 21: Served on an oral panel for a Citizenship Preparation Specialist for the Azusa Public Library. The LAMP Literacy Programs stands as the role model for the successful citizenship program and Norma was invited to assist with the selection of candidates who might help lead the Azusa Library Literacy Program to also provide the same quality of service.

August 11: Hosted a first ever regional meeting with other libraries in the Los Angeles County receiving funds from the Federal WIOA (Workforce Investment Opportunity Act). Guest speaker was California Department of Adult Education Analyst, Diane Hurley. Representatives from the State Library, [Lisa Dale, Library Programs Consultant](#) and Niel Kelly, AEBG Adult Education Consultant, joined the meeting via teleconference call from Sacramento, CA. Discussions included the transition of students into the workforce via partnership with our local Economic Development Department.

August 31: Met with Associate Dean / Asian Political Studies Program Chair of Claremont School of Pitzer, Kathy Yep, to plan a curriculum for the adult learners in the LAMP Literacy Advanced Conversation ESL classroom titled *Healing Justice*. Professor Yep has been a long standing partner with the literacy program since 2009 and has worked with the City Librarian and LAMP Staff in creating several core studies that bring real exposure to students in the Asian Cultural Political Studies. *Healing Justice* will present support for students in neuroscience and medical practices and will focus the construct of cultural generational practices that harbor methods on how to deal with terminal illnesses

September 8, 15, 22: City Librarian and Administrative Secretary Gwen Kishida were present for several of the Advisory Committee meetings which also included Board President Maria Elena Yepes, Trustee Betty Morin, and community resident Yukio Kawaratani. The committee was tasked with determining a budget for the four objectives assessed on the Organization and Community Needs Assessment Report done to evaluate the renewal on the library parcel tax.

September 20: Met with Finance Controller Annie Young and Yukio Kawaratani along with President Maria Elena Yepes to discuss the library tax ordinance.

September 28: Submitted the CLLS (California Library Literacy Services) Grant Final Report for 2015/16.

October 12: Was a guest speaker at the Monterey Park Woman's Club of Monterey Park. The City Librarian stressed the significance of the club's role to empower all women and offered to partner with the members to bring more empowerment programs to the community.

October 15: Attended the Foundation's Day at the Races fundraiser at Santa Anita Race Track. The event attracted city's Department Director, City Manager and some Council members.

October 20: Participated on the rater panel to interview candidates for Library Supervisor for the Covina Public Library.

October 26: Attended the East Los Angeles-Montebello Business and Professional Women event where City Controller Annie Yaung was honored as this year's recipient for Woman of Achievement 2016. Also present were City Manager, Paul Talbot along with other City Directors, Chu Thai, Tom Cody, Dan Costley.

March 8: Attended the Personnel Board Meeting held in Council Chambers along with Human Resources Director Tom Cody. Discussions held at meeting included a request for changes to the job specifications of the Literacy Program Administrator language from a *required* to *preferred* teaching credential was presented for approval. The intention was to expand the pool of candidates who bring literacy program management experience to the open recruitment set to launch in April.

March 8: Attended Woman's Club Meeting. Upcoming programming and fashion show presentation was discussed along with list of club participation and support in the community. Council members Hans Liang and Peter Chan were also present. The City Librarian is a member of the Women's Club and participated in reading the minutes for approval.

March 15: City Librarian along with Jose Garcia Acting Literacy Program Administrator attended the Los Angeles County Workforce Development Board (WDB) at the Hacienda La Puente Unified School District Willow Adult Campus in La Puente, CA. All AEFLA (Adult Education Family Literacy Act) partners receiving the WIOA Title II funding are required to partner with a WDB (Workforce Development Board) system to continue receiving funds and guidance from the State on the development of Phase II of the WIOA Memorandum of Understanding. This is a legally mandated agreement.

March 18: Attended the Woman's Club Annual Fashion Show held at Almansor Court in Alhambra. City Librarian Arvizu sat with Council Member Peter Chan and his wife at their table. Also in attendance were Mayor Teresa Real Sebastian and Council Member Steven Lam.

March 22: Met with Altadena and Glendora Library Directors for a meeting at the Altadena Library to discuss options and strategies they have used to oversee the functions of libraries without tax support or additional revenues. Strategies included cross training of Part Time staff, restrictive hours of Full Time staff during low peak times, and additional support from volunteers.

May 24: Served as proctor for a Stanford University Online High School Student.

May 25: Hosted the SCLC Directors Meeting in the Friends Room. There were 30 library directors were in attendance to discuss matters related to libraries both at the local, state and federal levels.

March 24: Attended Senator Ed Hernandez's Women of Achievement Awards held at the Covina Performing Arts Center where Foundation Vice President Theresa Amador was honored for her services in the community along with Officer Brenda Iglesias from the MPPD was also honored for her service in the police community.

April 10: Open House Library Week Kickoff Event! The City Librarian organized and executed a first time open house event and invited all city departments to celebrate National Library Week kickoff by offering coffee and snacks on the first floor adult reference area of the library. The event's success was made possible with support from the Friends of the Library, Library Foundation and library staff.

April 30: Attended the presentation by Sonia Nazario, Pulitzer Prize author winning journalist, in the Friends Room. Ms. Nazario received the Pulitzer Prize in 2003 for Feature Writing for her work on a Los Angeles Times six-part series, entitled *Enrique's Journey: The True Story of a Boy Determined to Reunite with His Mother*.

May 3: Attended the Kiwanis Club of Monterey Park along with Senior Librarians Diana Garcia, Children's Services, and Evena Shu, Technical Services, to propose support for additional Chromebooks for the library.

May 5: Assisted Covina Public Library staff by presenting a mini discussion on the impact of the new Federal Grant WIOAII.

June 1: Attended the library's Annual Gala held at Luminarias Restaurant. Honorees this year were Los Angeles Community College District Trustee, Mike Eng and both Chapters for Chinese American Chapter Associations for Los Angeles and Greater San Gabriel.

June 1: Contracted a new Proctor Partnership with Brigham Young University to test Independent Study Students.

June 14: Attended the Woman's Club celebration of Flag Day where the library was a recipient of several boxes of new Children's Books. The Club also acknowledges the increase in membership and rewarded the outreach efforts done by providing a luncheon. In attendance were Council Members Hans Liang and Peter Chan.

June 28: Contracted a new Proctor Testing Partner, New Mexico Military Academy, this time for middle school students entering private high schools. This opportunity came to the library from a parent who had heard through outside contacts at high schools that the Library had a proctor agent in place.



Administrative Secretary Gwen Kishida attended an Administrative Staff Meeting on January 12 at City Hall. Interim City Manager Ron Bow has reinstated holding semi-monthly meetings of administrative staff to improve communications and efficiency among departments and support staff. Gwen continued to attend these meetings, which are being held monthly.

On January 31, **Cindy Costales, Adult/Reference/Teen Senior Librarian** and **Evena Shu, Technical Services Senior Librarian** met with the LAMP Literacy partner Kathy Yep, Professor of Asian American Studies and Chair of the Intercollegiate Department of Asian American Studies at the Claremont Colleges, and twelve of her students who are participating in the library's LAMP Literacy Program as tutors with intermediate and advanced ESL learners. Evena and Cindy asked questions of the tutors and students and completed the Community Assessment report for the *California: Community Conversations about Immigration* grant.

Reference Librarian Maggie Wang attended the Southern California Library Cooperative (SCLC) Audio Visual Committee meeting on January 18 from 10 am - 12 noon at the Monrovia Library.

Teen Librarian Darren Braden attended a community information fair at Monterey Park Highlands on January 30 from 5-7 pm. Grades scheduled that evening included 7th, 8th, 3rd, & 4th which provided the opportunity to meet with 25 parents and students.

On October 4, **Evena Shu, Technical Services Senior Librarian** and **Michael Bathan, Library Technician** attended the City's Technology Committee meeting. Chu Thai, Director of Management Services, went over the objectives of the Committee. It is used as the forum for dialog, IT governance, education, annual project prioritization and strategic planning. Throughout the year, Evena continued to attend Technology Committee meetings.

Circulation Services Supervisor Julie Villanueva continues to be a participating member of the SCLC Circulation Committee that meets quarterly at area libraries.

Jose Garcia, Senior Library Literacy Clerk, attended the Library Literacy meeting with Diane Hurley, Consultant for the California Department of Education. The meeting was held on August 11 at the library and included representatives from Covina, Azusa and Glendale public libraries. Diane discussed some of the changes to WIOA Title II and what it would mean for library literacy programs since they target a unique population of students that are not at an English level that is adequate for Community College classes.

Jose Garcia, Acting Literacy Administrator, along with City Librarian Norma Arvizu, attended the Los Angeles County WIOA Adult Education Partner MOU Phase II Meeting at Hacienda La Puente on March 15. Previously, Local Boards were expected to work with all of the mandated

and additional partners in their Local Areas to develop an agreement regarding the operations of the local one-stop system as it relates to shared services and customers. Phase II now builds upon those established agreements and determines how to best support their established service delivery model through the sharing of resources and costs. The discussion seemed to revolve around a referral system to help students achieve a shared outcome. One of the barriers is tracking students through different systems, but there was a mention about software that may be used by all parties involved. The final MOU for Phase II must be submitted to the State no later than September 1, 2017.

Children's Senior Librarian Diana Garcia currently serves on the Board of Directors and the Literature Awards Committee of the Children's Literature Council of Southern California, an organization founded in 1961 to promote excellence in literature for children and young adults. CLCSC presents annual awards to authors and illustrators living in Southern California and organizes several annual professional development opportunities for children's book authors and illustrators, public and school librarians, teachers, and others interested in children's literature. Diana is currently serving as Second Vice President and is the Chair of the Publicity Committee, in addition to serving on the Book Awards Committee. CLCSC events organized by Diana this fiscal year included the 2016 Fall Gala and Awards Ceremony; and the Librarian/Author Meet and Greet which brought together public and school librarians, teachers, authors, publishers, agents and book bloggers for an evening of networking and socializing.

Diana completed her term on the Association for Library Service to Children's Liaison to National Organizations Committee, where she had been as a member since 2014. Committee members support school and public librarians and support their efforts to partner with local, state and national organizations serving youth.

Diana also served as Chair of the Public Library Association's Upstart Innovation Award committee where she was responsible for reviewing grant applications and organizing the work of the grant award committee.

On June 29 Diana began her term as Chair of Association for Library Service to Children's Program Coordinating Committee which is charged with selecting which programs will be presented at ALSC's National Institute and at the American Library Association's Annual Conference in 2018.

In January **Children's Librarian Kristin Olivarez** and Diana attended the Orange County Performer Showcase in Yorba Linda, where they previewed acts for the 2017 Summer Reading Program.



Employee of the Month

The library instituted an Employee of the Month program in April 2010 wherein staff members nominate others for recognition for outstanding performance. Those recognized in 2016 – 2017 include:



July 2016

Victor Reyes, part-time Janitor, Administration

Victor was nominated by Administrative Secretary Gwen Kishida:

Part-time Janitor Victor Reyes deserves to be Employee of the Month because he has been doing the work of three staff members for more than two weeks!

*Due to an unlucky confluence of events – **part-time Janitor Gregory Loew resigning and leaving the library at the end of May with his replacement yet to be cleared to start work and part-time Janitor Eric Rebollo having been injured at his other job and not allowed to work***

*here since July 17 – as well as regular scheduling – **part-time Janitor Louie Morales works the daytime shifts only and part-time Janitor Gil Sanchez works Wednesdays through Sundays** – Victor has been the only janitor working in the library on Monday and Tuesday evenings since July 18. Victor has been cleaning and restocking the restrooms, clearing the trash and cleaning the floors, tables, shelves, windows, etc. – everything that is necessary after the building has been open and used by over a thousand children and adults for nine hours – on his own for two nights each week.*

Despite this extra work and added stress, Victor remains affable and willing to assist wherever needed. He has been doing a fantastic job!



August 2016

Jose Garcia, Senior Library Clerk, LAMP

Jose was nominated by City Librarian Norma Arvizu:

This past month, José made several accommodations on inquiries assigned to him by the City Librarian. One of those inquiries was on how the Passport Services could be redesigned and re-organized so the entire library could share the revenue Passport Services generates. Given the Department of State governs and certifies agents to solely implement these services, the task was to determine how other library staff untrained and uncertified could share in executing applications so that the wealth of revenue could be shared. José was quick to respond to the task and presented defined ideas in his proposals to the City Librarian and AdCore (Senior Management Staff) team.

José is extremely adaptable and through the years has become to be known as one of key staff who can quickly assess and resolve issues within the library's operations. His adaptability and determination to resolve challenges is one of his best qualities.



September 2016

Cindy Costales, Senior Librarian, Adult/Reference/Teen Services

Cindy was nominated by City Librarian Norma Arvizu:

Over the past months, Cindy has conducted a series of programs revolving around entrepreneur Laura Scudder's evolutionary and transformative phases of her careers, businesses and family. With Cindy's creative depictions of Laura Scudder's many faceted life changes, the community became familiar with a woman who was more than just a pioneer in the City of Monterey Park. Cindy has also launched something new for National Hispanic Heritage Month this year by bringing in programs that robustly introduces some of the Latino cultural symbolic and intrinsic customs with flair and drama.



October 2016

Leo Hernandez, Gil Sanchez, Victor Reyes and Cecilio Rodriguez, Part-time Janitors, Administration

Leo, Gil, Victor and Cecilio were Administrative Secretary Gwen Kishida:

Gil and Leo were asked to dismantle the three shelving units in Children's between the public desk and the LAMP Tutoring Rooms. Children's staff had removed the shelves, but Leo and Gil had to disassemble the actual units and put them into storage. They then had to clean the area thoroughly. They did this on a Friday afternoon after the library closed to the public. Victor and Cecilio then removed the bolts which had secured the shelves to the floor. The open space that was created was filled with tables to provide more seating for students in an area that is easier to monitor by Children's staff.



November 2016

Jose Garcia, Acting Literacy Program Administrator, LAMP and Michael Bathan, Library Technician, Technical Services

Jose and Michael were nominated by City Librarian Norma Arvizu:

Once the doors open in our library, the hustle and bustle begins but most stakeholders are not fully aware of what that entails. Thanks to the video efforts done in collaboration with two very talented library staff – Jose Garcia and Michael Bathan – everyone who has an electronic device or is connected to the internet will now know! Jose and Michael sat with the City Librarian and listened to her vision of a visual PR tool and then ran with creating a remarkable piece of evidence on how much this library is utilized by the community. The video collected activities from every corner of ethnicity, cultural and educational services the library offers almost on a daily basis. Without video or film degrees, Michael and Jose looked into the heart of the city with a lens and captured it for all to share and enjoy, mastering a short film about a day in the library. There is no greater evidence than the human interaction with library services to demonstrate the significance of the library in the

community.



January 2017

Christi Chavez, Library Clerk, Children's Services

Christi was nominated by Circulation Services Supervisor Julie Villanueva:

Christi began developing a new monthly library calendar/brochure with the scheduled programming for the month in a bigger, more informative format. My understanding is she took on the project eagerly and willingly and has come up with a great looking product that the public seems to enjoy.



February 2017

Evena Shu, Senior Librarian, Technical Services

Evena was nominated by Administrative Secretary Gwen Kishida:

With Norma being on extended medical leave, Evena has been serving as the Acting City Librarian. In addition to her regular duties, her responsibilities now include attending weekly department heads meetings and the monthly Library Board of Trustees meeting as well as being the final authority for the library as the person ultimately in charge on site.

Evena has been very gracious and efficient in handling her increased responsibilities.



March 2017

Michael Bathan, Library Technician, Technical Services

Michael was nominated by Technical Services Senior Librarian Evena Shu:

Michael is well deserved to be nominated for the Employee of Month. In February, Michael helps to test Wi-Fi printing for personal devices with smart phones and the new Chrome book. This is a new technology that we have to experiment with. Michael was knowledgeable to setup the account and play with the printing. Congratulations Michael for your great job!



April 2017

Hannah Chin, part-time Library Clerk, LAMP

Hannah was nominated by Acting Literacy Program Administrator Jose Garcia:

March was a busy month for passports in LAMP, but Hannah brings extensive knowledge and experience in passport acceptance from her years of working at the Alhambra Library. She has served as kind of a mentor to less experienced staff who often seek her advice when unusual situations arise. Monday and Tuesday evenings tend to be our busiest

time, and to assist our Acceptance Agent Jay Delgado, Hannah pre-screens applicants when they arrive for their appointment to make sure they have the appropriate forms filled out and all the required documents. Whenever Jay needs a break, Hannah jumps in and takes the next appointment. This month she even offered to work on Wednesdays as well to do passports on Jay's day off. Thanks to Hannah's contributions we were able to accept a total of 146

applications in the month of March.



May 2017

José Garcia, Acting Literacy Program Administrator, LAMP (pictured center) and Angelica Marquez, Hannah Chin, Jay Delgado and Gloria Nguyen, part-time Library Clerks, LAMP (pictured clockwise from upper left)

Jose was nominated by City Librarian Norma Arvizu:

Significant accolades an employee in an organization should have are Desire, Initiative and Ambition ... José Garcia has demonstrated all three skills most recently with his successful idea to offer Passport Services at a city event. When the library first decided to take on Passport Services as an additional service to our community via library services, the intent was to generate some revenue to help support the literacy program should grant funding have shortfalls as it did some years back and possibly in the future. However, José has taken this service more seriously and has expanded hours to help our residents and then

took it a step further by promoting the service at Barnes Park during the Cherry Blossom Festival. This was his idea and he later invited the City Clerk's Office to join. City Clerk did no advertising. José did! At times the lines at the Cherry Blossom Festival were extremely long with an over two hour wait and yet people stayed. Though other library staff participated in assisting José, it was his original idea and he should be recognized for his Desire, Initiative, and Ambition. I have added José's own assessment of the event below:

This past weekend the LAMP Literacy Program along with the City Clerk's office held a Passport Event at the Cherry Blossom Festival and we are glad to share with you that it was a huge success. On Saturday we processed a total of 84 applications and on Sunday we processed 86 for a combined total of 170! Just to put it into perspective, March was a busy month for passports in which the LAMP office processed a total of 146 applications in the entire month. In other words, more than a month's worth of applications were processed in just two days at Cherry Blossom!

A big thank you to the City Clerk's Office for their assistance at the event, to Gwen who would check up on us to see if we needed anything, to Darren who offered his Jr. Friends to help make photocopies and made sure we kept hydrated, and to all of you who helped to promote the event.

By far, this has been one of the most successful Barnes Park events yet the library has presented. José, you have solidified the significance of the library's concern for customer service in the community!

Angelica, Gloria, Hannah, and Jay were nominated by Jose:

During the month of April I set a goal for my staff to accept 200 passport applications. The previous month was one of our busiest months to date and we collected a total of 146, so reaching 200 was going to take extra effort. To help us accomplish our goal, we held a Passport Event at the City's Cherry Blossom festival in which we offered walk-in services on Saturday and Sunday.

The event turned out to be a huge success in which the LAMP staff collected 101 applications in just those two days. But, as if that wasn't enough, throughout the month of April we collected 201 applications during regular service hours alone. So the LAMP staff not only accepted the challenge of reaching 200, but they went above and beyond to take in a total of 302 applications in one month!

Achieving the feat required careful collaboration, coordination and creativity on behalf of all the staff not only to process the applications but to schedule appointments and make accommodations when possible. 302 applications is quite the accomplishment, but most importantly, we were able to help 302 people prepare for their upcoming travels.



June 2017

Diana Garcia, Senior Librarian, Children's Services

Diana was nominated by Administrative Secretary Gwen Kishida:

Diana initiated and led the effort to clean up and organize the second floor storage room.

The storage room was filled with a hodgepodge of random broken or unwanted furnishings, equipment and supplies. It was crowded and messy, making it difficult for staff to find particular items or move tables and chairs in and out of the room to set up for programs in the Friends Room. Diana encouraged staff to review the myriad of items stored there and decide what needed to be kept and what needed to be discarded. Once some order had been established, she also spent time labeling, lifting, hauling and putting boxes on shelves to clear floor space and better organize what was left. As a side result, we also found various items that were forgotten but will be useful, including paper bags for patrons and tote bags to be sold in the Friends Bookstore!

Other staff were involved in this effort and should be thanked for their efforts, but Diana was clearly the leader of this project and now the storage room is much more organized and navigable, which will mean greater staff efficiency!"